



Job Description

Title:	Care Assistant
Band:	Band 3
Reports to:	PTS Team Leader
Responsible to:	Senior Team Leader

Job Purpose:

Responsible for providing high quality care and support to patients being transported for non-emergency appointments. The successful candidates will be responsible for safely transporting patients to and from treatment centres, ensuring that they are supported and cared for appropriately during their journey and that any patients feeling unwell are provided with appropriate assistance.

KEY AREAS OF RESPONSIBILITY

1. Convey and care for patients within the Patient Transport Service, undertaking pre-planned activity and Patient Transport journeys booked on the day.
2. Effective treatment of patients, providing appropriate and necessary assistance for patients to access vehicles. This may include supporting unsteady patients or maneuvering of wheelchairs around hazards or in constricted environments.
3. Ensure patients have a safe, smooth journey, complying with all relevant traffic legislation and driving with consideration for other road users.
4. Where relevant check that patients have all the necessary requirements for their appointment or discharge, including paperwork and medication if appropriate.
5. When collecting from home, request that the patient's property is secured on leaving and that the patients have a means of entry back into the property on return.
6. When returning patients back home after their appointment, ensure that the patient is left in a safe and appropriate environment.

7. Demonstrate care and understanding for patients and their carers, even when patients or their carers are distressed or concerned.
8. Ensure that all patients are treated with dignity and respect in communications and actions, in particular taking account of cultural differences and disability and in line with the Trust's Equality and Diversity Policy.
9. Ensure that any concerns or complaints the patient may have are resolved at the time or, where this is not possible, advising patients or their carers of who to contact.
10. Recording journey information accurately, such as deterioration in the patient's health, accidents involving the patient or abusive or threatening behaviour on the appropriate documentation. Requesting support or other services where relevant.
11. Provide Basic Life Support where necessary and ensuring that Basic Life Support training is up to date, by attendance at annual mandatory training.
12. Ensure vehicles and equipment meet agreed serviceability ensuring that they are kept in a state of cleanliness and any defects are recorded for action to be taken. Responsible for cleaning of ambulance vehicles, cars and reusable equipment within area of responsibility and to ensure that there are associated cleaning schedules available for audit and public inspection.
13. Undertake required training to maintain acceptable standards of care.
14. May assist with the induction of new staff.
15. Maintain a current valid driving licence and present driving license when requested by the Trust. Notify the Trust of any driving convictions immediately.
16. Abide by the Highway Code and laws pertaining to driving.
17. Carry out a daily vehicle check and report any vehicle defects immediately.
18. Check and replace when necessary, First Aid supplies ensuring it is sufficient for daily operation.
19. Ensure that appearance is clean and smart and full and correct uniform is worn at all times, with identification badge fully visible.
20. Using service communications equipment, communicate regularly and effectively with the Patient Transport Control Room and Ambulance liaison staff to ensure that work is planned effectively and efficiently.
21. Assist in the delivery of local contract requirements by ensuring patients are moved within agreed timescales, where reasonably practicable, as defined within the Service Level Agreement.

22. A basic awareness of incident scene management, including maintaining the safety of self and others.
23. To undertake dynamic risk assessments taking account of patient and immediate environmental conditions.
24. Comply with the Trust's Health and Safety guideline to ensure own safety and that of others.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
SKILLS / ATTRIBUTES:	<ul style="list-style-type: none"> • Good interpersonal skills • Able to work as part of a team and on own initiative • Good written skills and communication skills (must be able to complete journey documentation clearly and accurately). • Able to relate to people from different backgrounds and cultures 	
<u>QUALIFICATIONS / ATTAINMENTS</u>	<ul style="list-style-type: none"> • Good General level of education to a minimum of level 1 literacy and numeracy standards • Willing to undertake further training as and when required. • Current UK full driving license valid for at least 12 months with a maximum of 6 points current on the license 	Educated to GCSE standard or above or equivalent vocational qualification.
<u>KNOWLEDGE / EXPERIENCE</u>	<ul style="list-style-type: none"> • At least one years' experience of driving with a full UK driving license. • Effective social skills gained from dealing with the public. 	<ul style="list-style-type: none"> • Experience of knowledge of caring for people or volunteer work • St. John, Red Cross or other 1st Aid experience
HEALTH	<ul style="list-style-type: none"> • Ability to undertake the full duties of the job role 	