

Staff Role Profile: Ambulance Care Assistant

Job Level	1b	Salary Range	
Directorate	Patient Transport & Clinical Services	Work location	Contract Specific
Contract	Contract Specific	Reports to	Service Delivery Coordinator / Service Delivery Manager

Scale and scope of role

Direct reports	None	Indirect reports	None
Budgetary responsibility / accountability	None	Accountability for other resources	The vehicle and equipment in their care during their duty.
Reach and impact	The role involves the safe collection, transport and delivery of service users from and to pre-determined points. This may involve the use of mobility and manual handling aids and other equipment as well as physical assistance. The role may involve acting as a lone-worker or as part of a team in an ambulance vehicle.		

Context

The British Red Cross helps millions of people in the UK and around the world to prepare for, respond to and recover from emergencies, disasters and conflicts.

Our volunteers and staff help people in crisis to live independently by providing support at home, mobility aids and transport. We also teach first aid skills.

We are part of the global Red Cross and Red Crescent humanitarian network. We refuse to ignore people in crisis.

Our principles and values

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Directorate overview

Our Patient Transport & Clinical Services (PTCS) are a core capability and are crucial in the development of activities for the British Red Cross.

In Patient Transport & Clinical Services we seek to grow our exposure and reputation with key partners in the Health and Care sector. Our PTCS work is primarily contract driven and based around agreements to provide a range of services from Non-Emergency Patient Transport (NEAC shifts), Emergency Patient Transport (EAC) to front line (Urgent care) ambulance support. The Patient Transport & Clinical service focuses its activities to support vulnerable individuals where health inequalities have been identified, whilst building capacity to surge during local and national crisis.

Purpose of the role

The Patient Transport Service crew will:

- > Undertake the safe collection, transport and delivery of service users from and to pre-determined points; including (but not limited to) home address, medical centres, hospitals and care / nursing facilities.
- > Use mobility and manual handling aids, and other equipment as well as physical assistance to support service user mobility.
- > In the event of an emergency seek qualified medical assistance in line with established escalation procedures and deliver basic first aid in line with scope of practice for BRC PTS crew.

Main responsibilities

Service User Transport

- > Service users collected and delivered to correct location within agreed timetable to meet service user and contract requirements.
- > Problems with meeting appointment times or other contractual obligations identified and alternative plans put in place as per agreed procedures.
- > Ancillary equipment used in accordance with training and procedures.
- > Manual handling procedures followed correctly.
- > Completion of all tasks associated with service delivery in line with BRC core principles and values.

Service user care

- > Changes in service user condition whilst in BRC care recognised and dealt with in line with procedures.
- > First aid applied where appropriate in accordance with scope of practice.
- > Medical and other appropriate staff are fully briefed on service user status when transferred to their care.
- > Ensure appropriate and timely referrals are made to other agencies (including non-clinical referral relating to safeguarding) utilising agreed procedures.
- > High levels of service user satisfaction achieved.

Ambulance and equipment operation

- > Drive and park vehicles safely at all times in accordance with level of qualification, BRC procedures and training.
- > Use equipment in accordance with recognised and authorised training.
- > Report vehicle and equipment incidents/accidents/near misses fully as per procedures and within agreed timescales.

Vehicle readiness

- > Confirm vehicle status and readiness of vehicle at start of shift and following any incident response ensuring legislative and regulatory compliance.
- > Ensure vehicle is kept clean and tidy and compliant with Infection Prevention and Control procedures.
- > Report mechanical or other vehicle issues as per BRC procedures.
- > Monitor vehicle supplies (quantity and-use by dates) and restock as required.
- > Always leave vehicle fit for use with any defect noted and steps taken to address, or complete Vehicle Off-Road procedures.

Service records

- > Complete daily logs accurately and legibly.
- > Complete Patient Care Records in accordance with procedures and ensure that required Information Governance is maintained at all times.
- > Complete Safeguarding forms in accordance with procedures and timely manner, ensuring that confidentiality is always maintained.
- > Follow procedures for ascertaining service-user feedback.
- > Escalate issues and concerns appropriately as per procedures.

Team Member

- > Actively participates in all team meetings.
- > Supports other team members.
- > Works and behaves in accordance with all BRC policies and procedures.
- > Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusion, compassionate, courageous and dynamic).

Training

- > Completion of both service specific and organisational mandatory training as directed by the AS training team.
- > Maintenance of clinical qualifications and continuous professional development record.

Criminal Records Check

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> Enhanced - Child and Adult Workforce
Scotland
> Protecting Vulnerable Groups (PVG) – Adult & Child
Northern Ireland
> Access NI - Enhanced check

Driving

Due to specific requirements of this role, there is a need to visit various locations, some of which are remote with no access to public transport, therefore you must have access to a vehicle which you are willing and able to use in conjunction with your duties or be eligible for transportation via the Access to Work Scheme.

Drivers Checks

> Required – Yes

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the Red Cross. We want you to feel you are in an inclusive environment, and a great position to help us to spread the power of kindness. At this time, we particularly welcome applications from suitably qualified people from a catholic background as this group is currently under-represented in our workforce.

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
Knowledge	Desirable	> Qualified to British Red Cross Patient Transport crew level, or a recognised equivalent qualification.	I & A
		> Knowledge of regulatory requirements and their role within patient safety	S,I,A
		> A working knowledge of all procedures appropriate to this role.	S & I
		> A working knowledge of and ability to operate all required types of communication equipment.	S,I,A
		> Clear knowledge of the British Red Cross and Red Cross movement	A
Skills	Essential ✓✓	> Effective communication skills, written and oral	S, I, A
		> Time management and organisation	S & I
		> Good interpersonal skills	S,I,A
Experience	Essential ✓✓	> Experience of working in a Patient Transport environment	S & I
		> Experience of lifting and moving patients safely.	A
		> Working with volunteers	S & I

Behaviours	<p>Focussing on people in crisis Systematically engages with people in crisis > Encourages others to think from those perspectives.</p> <p>Communicating and influencing Communicates clearly. > Thinks about how their communication methods impact others. > Demonstrates an ability to build a shared understanding by communicating openly and honestly, responding appropriately and giving explanations. > Uses clear and logical points to influence and engage.</p> <p>Developing yourself and others Develops own capability > Demonstrates a willingness and an ability to develop own capability and knowledge by seeking and acting on feedback and updating knowledge and skills to improve performance.</p> <p>Managing personal impact Demonstrates an ability to manage their own behaviour and actions and understands how this affects team performance. > Is willing to listen to constructive feedback with an open mind. > Copes with setbacks and critique and seeks support.</p>		I & A
Additional requirements	Essential ✓✓	<ul style="list-style-type: none"> - Upholds the fundamental principles and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous, and dynamic). - Ensures inclusive practice and promotes diversity - Hold a Category B UK driving Licence with 2 years' experience - Ability to work outside of normal office hours and unsociable hours (evenings, nights and weekends). This role requires individuals to work shifts which may include evenings, weekends and nights. 	I & A I & A S & I S & I

In order to be shortlisted for interview, you need to meet the essential criteria as outlined above. N.B.
All disabled candidates who meet the essential criteria (✓✓) will be short-listed for interview in line with our commitment to the Disability Confident Scheme