

Job Description and person specification

Associate Ambulance Practitioner			
Salary band	2b (Enhanced)	Ref	
Area / Department	Event First Aid and Ambulance Support	Region / Division	Ambulance Support
Work location	Flexible, Contract dependent	Reports to	Team leader / AS Service Delivery coordinator / AS Service Delivery Manager
Role duration	Casual	Last Updated	March 2020

Scale and scope of role

Direct reports	0	Indirect reports	0
Budgetary responsibility / accountability	None	Accountability for other resources	Lead clinical accountability where appropriate. Accountability for mentoring and development
Reach and impact	<p>Work as part of a team and take a lead clinical role where appropriate in an ambulance required to undertake duties ranging from the care and transport of previously assessed nonemergency and 'urgent' patients to the provision of a full emergency ambulance response to emergency situations under the direction of a central control/dispatch service.</p> <p>Required to undertake an assessment of the service user's needs, identify and complete any actions required based on their level of training and scope of practice (currently BRC Ambulance Technician), or where they need to seek urgently more qualified medical support via established escalation procedures.</p>		

Context

The British Red Cross refuses to ignore people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives. Within the UK, the British Red Cross operates through about 4,000 staff and over 20,000 volunteers. There are a number of nationally managed services with others organised and delivered within a geographical structure

Overall Purpose of the Post

The Associate Ambulance Practitioner will:

- Achieve and fully maintain the required level of competency by successfully completing the necessary training and continuing professional development programmes as appropriate to the role (FutureQuals Level 4 Diploma for Associate Ambulance Practitioners and emergency ambulance driving)
- Work as part of a team in an ambulance required to undertake the care and transport of patients in a range of situations up to and including emergency situations under the direction of a central control/dispatch service.
- Take lead clinical accountability as appropriate/required
- Complete an assessment of service user need, provide care and complete any required actions based on the level of training and scope of practice, and where necessary seek more qualified medical support via established escalation procedures.
- Provide guidance and mentorship as appropriate/required
- Use mobility and manual handling aids and other equipment as well as physical assistance to support service user mobility

Main Duties and Responsibilities

The duties and responsibilities of this role are dynamic and may evolve over time.

Therefore, the job description will be subject to periodic review.

Leadership

- Undertake clinical supervision / guidance and mentor new and less clinically skilled personnel, providing feedback on performance.

Clinical and practice standards

- Care for all service users in accordance with BRC values
- Provide clinical practice in accordance with level of training and within BRC scope of practice for the role
- Administer emergency treatment in accordance with training and scope of practice or under direct medical supervision.
- Take clinical lead role as appropriate/required
- Ensure appropriate and timely referrals are made to other agencies (including non-clinical referral relating to safeguarding) utilising agreed procedures.
- Apply the duty of candour requirements to communication with service users and representatives.
- Seek support and guidance when required
- Fully brief medical and other appropriate staff on patient status when transferring to their care
- Use ancillary equipment in accordance with training and procedures
- Follow correct manual handling procedures at all times
- Complete all necessary tasks associated with service delivery
- Provide mentorship support for staff under training or at a lesser clinical level.

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 completed accurately and legibly
- Complete Patient Care Records in accordance with procedures and ensure that required Information Governance is maintained at all times
- Follow procedures for ascertaining service-user feedback
- Escalate Issues appropriately as per procedures

Team working & Behaviours

- Work collaboratively as part of a team
- Behave in a manner consistent with the BRC Behaviours framework at all times

Person Specification

Job Title:	Associate Ambulance Practitioner	Ref:	Band: Casual
Knowledge (including education and training)	<ul style="list-style-type: none"> • Good general standard of education • ** Qualified to FutureQuals Level 4 Diploma for Associate Ambulance Practitioners • Knowledge of regulatory requirements and their role within patient safety • Evidence of a current Continuing Professional Development portfolio • A working knowledge of all clinical and technical procedures appropriate to this role. • A working knowledge of and ability to operate all required types of communication equipment • IT skills, including use of email, data inputting and word processing • Clear knowledge of Red Cross operating procedures (preferred) 		
Experience	<ul style="list-style-type: none"> • ** Experience of working in an emergency ambulance environment 		

	<ul style="list-style-type: none"> • ** Experience of delivering high quality emergency care to the public • ** Experience of working as an Ambulance Technician • Experience of using an emergency ambulance and the equipment associated with ambulances • ** Experience of lifting and moving patients safely • Experience of mentoring and developing others
Skills	<ul style="list-style-type: none"> • ** Effective communication skills, written and oral • Able to provide rapid and thorough assessment of patients • Able to apply clinical skills to treat patients, including invasive procedures or administration of medication where required • Good interpersonal skills • ** Time management and organisation
Competencies	<ul style="list-style-type: none"> • ** Ability to use initiative, innovative and creative thinking in proactively seeking solutions to problems • Knowledge and ability of current clinical scope of practice • ** Ability to observe patient's vital signs and respond to any changes • ** Fitness to carry out the moving and handling of patients and equipment • ** Ability to work well both on own initiative and as part of a team • Capacity to work under pressure and to deadlines • Able to produce timely, accurate and legible records relating to patient care. • Ability to handle sensitive situations assertively and tactfully
Behaviours	<p>SHAPING OUR RED CROSS FUTURE</p> <p>Focussing on people in crisis</p> <p>Systematically engages with people in crisis</p> <ul style="list-style-type: none"> • Encourages others to think from those perspectives

CONNECTING WITH OUR PEOPLE

Communicating and influencing

Takes multiple steps to communicate and influence

- Uses appropriate British Red Cross communication tools and channels to communicate with service users, clearly and effectively.

Leading and engaging

Builds team commitment and engagement

- Understands and lives the British Red Cross Fundamental principles and values and encourages others to do the same

ACHIEVING OUR BEST

Developing yourself and others

Develops skills and abilities for the long term

- Facilitates on-going learning and development for themselves by prioritising development and promoting, supporting and making available developmental opportunities and evaluating their effectiveness

Solutions focussed

Sees multiple connections

- Anticipates obstacles, thinks ahead about next steps and contingencies
- Uses a range of methods to identify solutions and make decisions, involving others where appropriate

Managing personal impact

Is self-aware

- Recognises, manages and is responsible for their own emotional and behavioural reactions to situations
- Is aware and willing to discuss their own strengths and development areas, as appropriate
- Reflects on their behaviour and uses mistakes as opportunities for learning
- Role model's good behaviour to achieve the organisations vision

	<ul style="list-style-type: none"> • Demonstrate an understanding of the Red Cross Fundamental Principles and examples of acting in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic).
	<ul style="list-style-type: none"> • Candidates and staff must be able to demonstrate an appreciation of anti-discriminatory practice and promote diversity.
Additional requirements	<ul style="list-style-type: none"> • ** Able to work shifts including unsocial hours, bank holidays evenings and weekends as required • Hold a full UK car license • Hold a full UK C1 licence (preferred) • Hold a recognised emergency driving qualification (preferred) • Uphold the Fundamental Principles and act with integrity and in accordance with the organisation's values and obligations. • Undertake sufficient on-going development to maintain required competencies

*NB All disabled candidates who meet the minimum criteria, denoted by **, will be short-listed for interview in line with our commitment under the disability confident scheme.*