



St. John Ambulance Cymru

Job Description

Position Title:	Adhoc – Casual Falls Assistants
Accountable to:	Falls Team Leader / Operations Manager
Location:	All Wales
Hours:	Day and Night shifts
Pay:	£9.53 p/h (plus 20% night shifts)

Job Summary:

Falls Assistant

The Falls Assistant (FA) is required to provide a timely and effective response to patients that have fallen. The FA often work independently, however, will be expected to work as part of the wider team when required

The FA is responsible for providing a basic patient assessment at scene along with utilising basic manual handling procedures to assist the patient safely from the floor in conjunction with Welsh Ambulance Service (WAST) and Clinical Contact Centre (CCC) and other members of the wider team. Following assessment at scene the FA will work closely with the Hear and Treat clinicians to ensure patients receive the most appropriate treatment and/ or onward referral.

Core Duties:

- Dealing with patients in a caring, attentive and professional manner.
- To work with the Falls framework and the Falls Response model, across the Welsh Ambulance Services NHS Trust, with partners, patients, carers and with staff and volunteers.
- To provide an appropriate assessment and response to older people who fall as well as focussing on the prevention of falls, supporting community resilience models and work-streams to avoid further harm from falls.
- To assist WAST crews in use of carry chairs, stair climbers, wheelchairs, stretchers, scoop, Evacuation mattresses and long board when at scene.
- To provide treatment up to the post holders assessed ability
- Liaising with hospitals/care staff efficiently and professionally.
- Completing necessary paperwork in a timely manner.
- Inspecting and recording conditions of vehicle at start and finish of shift and ensuring the vehicle is properly maintained and roadworthy daily prior to starting the shift.

- Reporting damages, losses and any problems and issues to the Line manager / Manager daily.
- Such other duties appropriate to the position as may be required by the Manager.
- Maintaining the professional image of St. John at all times.
- Attending and successfully completing all training courses associated with this post
- A uniformed position with PPE issued which must be worn correctly at all times.
- Attending Falls calls which consist of attending home addresses/ businesses and public spaces where patients have fallen and are unable to get up.
- Use of specialist equipment whilst on “Falls” such as lifting cushions.
- To provide an initial response to patients who have fallen and have contacted 999. This would be in line with WAST Standard Operating Procedure (SOP) for the allocation and utilisation of FA, following a suitable triage by a clinician within CCC.
- To assist patients safely from the floor utilising safe manual handling procedures and equipment as required.
- To provide basic first aid treatment in line with current practice and contact CCC to speak to the clinician.
- To complete PCR and assist in maintaining confidentiality at all times as per GDPR policy.
- To identify safeguarding concerns and refer via appropriate pathways within WAST and ST John.
- To attend incidents that are not falls related. (I.e. careline activation, incidents with failed contact etc. These incidents will be clinically assessed by WAST CCC clinicians prior to their dispatch.
- To complete paperwork and collect data, using V4 form, vehicle check sheets etc. in a timely manner.
- Driving and attending to the care of patients and associated support of the service.
- Maintaining regular contact with the Managers/Customers to ensure that all work is covered.
- Inspecting and recording conditions of vehicle at start and finish of shift and ensuring the vehicle is properly maintained and roadworthy daily prior to transporting.
- Reporting damages, losses and any problems and issues to the Manager daily.
- Such other duties appropriate to the position as may be required by the Manager.
- Maintaining the professional image of St. John at all times.
- Attending and Successfully completing all training courses associated with this post
- A uniformed position with PPE issued which must be worn correctly at all times.

Person Specification

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

	Essential:	Desirable:	Method Supporting Assessment:
Requirements			
Educated GSCE level/equivalent (Grade C)		√	Application Form
Patient Transport Attendant Certificate		√	Training will be given
Manual Handling A-E (cert)	√		Training will be given
Medical Gases (cert)	√		Training will be given
Current FAW (cert)	√		Training will be given
Current driving licence	√		Application Form
Operational Driver Assessed (SJA Policy)	√		Training will be given
Safeguarding	√		Training will be given
Spine Board	√		Training will be given
Infection Control	√		Training will be given
Conflict Resolution	√		Training will be given
Experience / Knowledge of Frailty in older people		√	Application Form

Communication and relationships, skills, knowledge and abilities			
Excellent communication skills and able to communicate with variety of people.	√		Application Form & Interview
Engage older people, their families and /or carers in all aspects of the Falls Framework and Falls Response Model.		√	Training will be given
Demonstrate advanced and empathetic interpersonal and communication skills with patients, relatives and carers.	√		Application Form & Interview
Have experience of working with older people who have fallen, their families and/or carers in community/ out of hospital settings.		√	Application Form & Interview
Maintain, sustain and develop effective communication channels and collaborative working relationships across Health and Social Care services.	√		Application Form & Interview
Have a positive view of ageing, recognising the contribution of older people as a vital part of our society.	√		Application Form & Interview
Display positive attitudes to promote a culture of care, compassion and dignity for the delivery of care for older people.	√		Application Form & Interview
Embrace a Human Rights and a Rights based approach to ensure that the rights of older people are paramount.	√		Application Form & Interview
Have experience of multi-disciplinary and multi-agency working.	√		Application Form & Interview
Demonstrated ability to work in a non-Emergency ambulance environment.		√	Application Form & Interview
Ability to accurately complete paperwork to exacting standards.	√		Application Form
Ability to deliver a high quality patient experience and ensure customer satisfaction at all times.	√		Interview
Ability to work as a team and also to use own initiative when necessary.	√		Interview
Ability to work calmly and effectively in difficult situations.	√		Interview
Ability to Navigate using maps and a reasonable knowledge of Wales	√		Interview
Good verbal and written English.	√		Application Form

