

## **St. John Ambulance Cymru**

### **Job Description**

<b>Position Title:</b>	<b>Patient Care Assistant (PCA)</b>
<b>Accountable to:</b>	<b>Contracts Officer</b>
<b>Location:</b>	<b>Cardiff</b>
<b>Hours:</b>	<b>35 hours per week</b>

#### **Job Summary:**

The Patient Care Assistant's role is to provide the transportation of non-emergency ambulatory and stretcher patients who require a minimum level of care and assistance.

#### **Core Duties:**

- Driving and attending to the care of patients and associated support of the service.
- Assisting the Patient Transport Attendant
- Maintaining regular contact with the Manager/Customer to ensure that all work is covered.
- Transferring patients to and from specific locations, as specified on a day to day basis, and in a timely manner.
- Dealing with patients in a caring, attentive and professional manner.
- Report any safeguarding concerns for vulnerable adults or children via the appropriate approved methods.
- Use of carry chairs, stair climbers, wheelchairs, stretchers and other patient handling equipment in accordance with St John Ambulance Cymru training and procedures.
- 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 and acting in accordance with all St John Ambulance Cymru clinical policies and procedures.
- 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.

- Maintaining the professional image of St John Ambulance Cymru at all times.
- Attending and successfully completing all training courses associated with this post including regular self-directed study and professional development.
- 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.

Requirements:	Essential:	Desirable:	Method Supporting Assessment:
Educated GSCE level/equivalent (Grade C)		√	Application Form
Current driving licence	√		Application Form
Safeguarding		√	Application Form
Infection Control		√	Application Form
Conflict Resolution		√	Application Form
<b>Skills, knowledge and abilities</b>			
Excellent communication skills and able to communicate with variety of people.	√		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
Experience in driving large vehicles		√	Application Form
Ability to Navigate using maps and a reasonable knowledge of Wales and UK.	√		Interview
Good verbal and written English.	√		Application Form

## Patient Care Assistant:

- Communication and casualty care
- Infection Hygiene (IPC)
- Care of uniforms Prevention and Control (IPC) Level One
- Personal (IPC)
- Effective hand hygiene (IPC)
- Effective use of PPE (IPC)
- Infection Prevention and Control (IPC) Level Two
- Management of waste (IPC)
- Management of soiled linen (IPC)
- Environmental Hygiene
- Manual Handling of inanimate loads (A&B All Wales passport)
- Primary Survey
- Resuscitation (all ages)
- Unconscious casualty (recovery position)
- Choking (all ages)
- Fainting
- Chest pains
- Bone, Muscle and Joint Injuries
- Bleeding (minor and major)
- Burns and Scalds (minor and major)
- Bites and Stings
- Shock
- Automated External Defibrillation (AED)
- Patient Report Form Completion (including Clinical Governance)
- Ambulance Familiarisation (to include Ambulance Equipment and Lifting Assessments)\*\*
- Safer Patient Movement (SPM)
- Safeguarding
- Ambulance Driving Qualification
- Medical Gases (Oxygen Therapy)

\*\*Ambulance Familiarisation must be preceded by Manual Handling of inanimate loads (A&B All Wales passport)

Note: "Training" will be provided to cover all or any of the skills/element required.