

## **St. John Ambulance Cymru**

### **Job Description**

<b>Position Title:</b>	<b>12 Month Fixed Term Contract Urgent Care Attendant / Falls Assistant</b>
<b>Accountable to:</b>	<b>Resource Co-Ordinator / Hub Leader / Falls Team Leader</b>
<b>Location:</b>	<b>Operational Centre Cardiff / All Wales</b>
<b>Hours:</b>	<b>35 hours per week (Day / Night Shifts)</b>
<b>Pay:</b>	<b>£9.02 per hour (plus 20%-night shift allowance)</b>

#### **Job Summary:**

The Urgent Care Attendant and Falls Assistant operates 365 days a year 24 hours a day.

The Urgent Care Attendant (UCA) role is to provide the transportation of High Dependency and non-emergency ambulant and stretcher patients who require a responsive level of care and assistance, providing emergency aid, where appropriate.

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:**

- 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.
- Transferring patients to and from specific locations, as specified on a day to day basis.

- Dealing with patients in a caring, attentive and professional manner.
- Use of carry chairs, stair climbers, wheelchairs, stretchers, scoop and long board.
- 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 maintaining confidentiality as per GDPR policy.
- 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 On Call / Hub / Falls Team Leaders.
- Such other duties appropriate to the position as may be required by the Resource Coordinator / Hub / Falls Team Leaders.
- Maintaining the professional image of St. John Ambulance Cymru 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.
- When working with a Patient Care Attendant (PCA), work as a senior member and be responsible for the PCA at all times.
- Will be required to answer Falls Calls where lone working will be required
- Use of specialist equipment whilst on "Falls" such as lifting cushions.
- Whilst covering "Falls" you will be assessing patients for injury and referring if appropriate.
- 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 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.

## 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:
<b>Requirements</b>			
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
Infection Control	√		Training will be given
Conflict Resolution	√		Training will be given
Enhanced Regulated Adult & Children Barring List (DBS)	√		Application Form

<b>Communication &amp; relationships, 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
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
Display positive attitudes to promote a culture of care, compassion and dignity for the delivery of care for patients.	√		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 and UK.	√		Interview
Good verbal and written English.	√		Application Form