



Ambulance Care Assistant

Location: Site, Hospital or Home based
Dept: Patient Transport
Salary: TBC
Reports to: Site Manager / Control

ROLE OVERVIEW

The main purpose of your role is to provide and maintain a caring environment for non-emergency patients and to provide a transport service as appropriate for the needs of the patient. Under the direction of the Station Manager or Controller you will be responsible for driving or assisting on a non-emergency patient transport ambulance transporting sick, injured or convalescent persons over a 24/7 rota. Finally you are responsible for adhering to Company requirements for recording patient journey times by using the provide XDA/mobile data device and to ensure compliance across all sectors of working environment and time at the Company.

MAIN DUTIES AND RESPONSIBILITIES

1. To provide a professional and caring service for all patients whilst in the care of Falck UK Ambulance Services Limited
2. To ensure that at all times patient safety remains paramount and that safe systems of work are adhered to regarding wheelchairs, clamps, seat belts etc.
3. At all times follow Organisational Standing Operational procedures for the collection, transport and handover of patients
4. To ensure that appropriate Lifting and handling techniques are applied as per training when moving patients under non-emergency conditions, using appropriate equipment where necessary. This may include being part of a two person crew where manual handling lifting is required or supporting other staff when transporting bariatric patients.
5. Carry out risk assessments to assess hazards, then implement safe systems of work and reduce risks to yourself, patients and other persons involved
6. Complete a vehicle check before every duty including the working order of the vehicle using the Company provided XDA
7. Using the Company issued XDA ensure that POB is pressed as soon as the patient boards the vehicle and POD when arrival at the hospital (note this is arrival at hospital location and not at ward/department)
8. Report defects and deficiencies of the vehicle and equipment, and replace all items of vehicle inventory used
9. Remove and replace soiled linen and equipment in order to maintain sanitary conditions
10. Providing social care in non-emergency situations
11. Ensure that health and safety guidelines are followed according to current policies and procedures
12. In the event of an incident you may be required to administer first aid commensurate to your training
13. Report facts concerning accidents or incidents to control and hospital personnel in accordance with the organisations Serious and Untoward Incident Policy.
14. To ensure that the uniform is worn in accordance with the organisations work wear policy and must wear their ID badge at all times whilst on duty. Personal hats or any other personal item of clothing will not be allowed.
15. To maintain the vehicle and equipment in accordance with the organisations infection control policy
16. Preparing and driving vehicle, providing a daily VDI report for the vehicle you drive or ensuring that where appropriate your crew member has done so before commencing a shift.
17. Replace all items of vehicle inventory used.
18. Ensure a vehicle accident pack is kept on board the vehicle at all times and report any vehicle damage in accordance with Company policy and procedures.
19. It is of primary importance that the speed limit is adhered to in all cases, and that driving is safe and the patient is comfortable. At all times comply with Company policy and Blue light driving.
20. Where patient report forms are required these must be completed in accordance with the Company's Patient Report Form Policy.

GENERAL

1. To ensure that statutory regulations and organisational policies and procedures are implemented and adhered to at all times
2. To take part in staff development programmes and annual development reviews and/or undertake further training if and when required
3. To act at all times in a manner consistent with legislation, policy and procedures in respect of Equality and Diversity.
4. To work to the values of the organisation and display high standards of integrity and professionalism towards clients and colleagues
5. To continuously develop and update own knowledge and skills within the job role and contribute to setting own work objectives.
6. To undertake any other duties relevant to the post as may be assigned from time to time which are consistent with the post.
7. You are to ensure that you maintain up to date Company policies and procedures and maintain their staff handbook together with any updates issued.

Falck UK Ambulance Services Limited operates under strict quality procedures and where these relate to your role you should aim to achieve the required levels of conformity as necessary. You should also make an effort to remain up to date with the contents of all policies and procedures and how this affects your duties. In addition you may be asked to undertake tasks that sit outside your current role from time to time to support the activities of the business.

NAME _____

SIGNED _____

DATED _____

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