



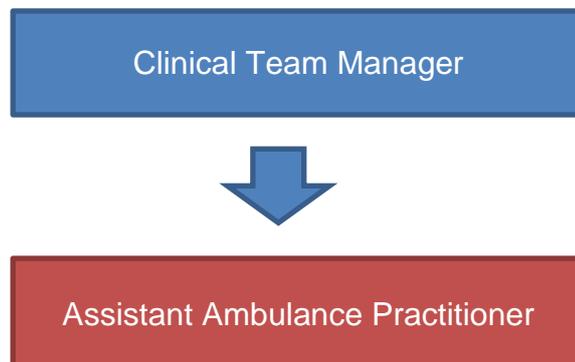
### Job Description

<b>Job Title</b>	Assistant Ambulance Practitioner
<b>Band</b>	AfC Band 4
<b>Department/Directorate</b>	A&E Operations
<b>Location</b>	London Ambulance Station Groups across London
<b>Reporting to</b>	Clinical Team Manager

#### Job Purpose

To deliver emergency and urgent care to a wide range of patient groups. Where appropriate patients will be assessed and treated at the point of contact or referred on to another healthcare provider. When necessary convey patients to treatment centres, hospitals and emergency departments according to their needs.

The post holder will work as an Assistant Ambulance Practitioner; alongside either an HCPC registered Paramedic or other suitably qualified member of staff in the provision of high quality effective clinical care, including the transportation of patients in line with UK Ambulance Services Clinical Practice Guidelines and service policy.



## Key Responsibilities

### Clinical

- As directed by 999 Operations, respond as a crew to emergency calls and convey patients to treatment centres, hospitals or emergency departments as and when appropriate. This will involve using blue light driving skills as appropriate.
- To perform duties within clinical scope of practice including assessment and delivery of emergency and medical treatment within UK Ambulance Services Clinical Practice Guidelines, operational requirements, Trust policies, protocols and procedures commensurate with this role requesting supervision as appropriate.
- To act at all times in the best interest of the patient. When working with a paramedic, or other suitably qualified clinician e.g. Emergency Medical Technician, Emergency Ambulance Crew, in accordance with existing practice and/or HCPC requirements, the paramedic or other suitably qualified clinician, will maintain overall clinical responsibility for the patient. Support and guidance will always be available either on scene by a Paramedic, Clinical Team Manager, other LAS registered healthcare professional or remotely through the clinical hub or Clinical Assessment Service.
- Complete and maintain full, accurate, legible and contemporaneous clinical records for all patients, including patient observations, medical history, treatment provided, drug administration, the context or situation and eventual patient destination.
- Based on the assessed needs of the patient where necessary administer prescription only medicines (POMS - Restricted Drugs) in line with the level of training received and Patient Group Directives (PGDs) available. Responsible for the use, movement and security of drug stocks required to fulfill the role. Where appropriate prepare and check drugs to be given by Paramedics, Doctors and other clinicians.
- Ensure that at all times you make informed reasonable decisions including about care delivery and/or options for alternative treatment/ appropriate care pathways. This includes the referral of patients to other healthcare professionals for ongoing treatment and/or follow up via Trust approved decision trees within the Ambulance Practitioner's scope of practice.
- Use your Trust issued iPad or electronic device to support and guide patient referral decisions in line with the Ambulance Practitioners scope of practice and seek advice from either the Clinical hub or a Paramedic where indicated.

### Communication

- Maintain regular and appropriate communications with 999 Operations regarding updates and changes to personal and/or vehicle availability and movements.
- Communicate effectively with patients, colleagues, the public and others in order to elicit information about the patient and their health problem/needs. Gain informed consent before a treatment or intervention is undertaken. Ensure that the communication of information between self, the patient and colleagues, including other health care professionals is accurate, timely, and handled sensitively, clearly, pro-actively and in a manner mindful of safeguarding issues and patient confidentiality.
- To communicate confidential health related information to the Patient and relatives where appropriate whilst promoting understanding of the presenting and sometimes distressing

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condition and providing advice and reassurance with empathy, professionalism, assertiveness and tact.

- Adopt and adapt communications styles to meet the needs of the patient and/or carers, accessing interpreters in a timely manner where the patients' needs require this. This should include situations where the first language is not English or sign language is required.
- Operate all types of communications equipment provided in accordance with service procedures

## Professional and Standards

- Act at all times as an ambassador for the LAS by maintaining high standards of personal conduct reflecting service values.
- Comply with the LAS Uniform and Work Wear policy. When in uniform whether on or off duty act in a manner which upholds the values of the LAS and maintains public confidence.
- Act only within the limits of the knowledge, skills and experience of the role where necessary referring to others in order to ensure the patient receives optimum care.
- Behave at all times with honesty and integrity making sure that public confidence is maintained.
- Identify issues of confidence and/or competence to a member of the complex management team, in order to address issues which may affect performance and delivery of patient care in the workplace.
- Report all issues which may be affecting personal capability and/or performance as soon as practicable in order that these can be managed and addressed.
- At all times adhere to the LAS statement of duties to patients.

## Administration

- Complete and submit all necessary reports and notifications as required by the Trust's Operational, Clinical, Health & Safety (and other relevant) policies and procedures, and alert operational management if policies or strategies adversely affect users of the Service.
- Record details and maintain records of passengers, journeys, vehicle refueling and duty hours in accordance with Service policies and procedures.
- Compile accurate and timely reports on accidents, untoward incidents, vehicle serviceability and equipment requirements as necessary and in accordance with Service policies and procedures.
- When required, contribute to reports for and attend HM Courts for the purpose of giving evidence.
- Complete surveys audits and questionnaires relevant to the role.

## Resourcing

- Be available for duty in accordance with shifts planned by Scheduling and/or station management team.

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- As required and in accordance with service agreements, respond to requests to change planned working hours or location to ensure optimum cover and utilisation of vehicles and staff.

### **Training, Education and Development**

- Attend and successfully attain education and development courses that are essential to the role, including statutory and/or mandatory for maintenance of professional qualifications, or which the Trust deems necessary for individual and/or organisational development.
- Develop and maintain a Personal Development Plan, actively participating in the Personal Development Review process, including workplace reviews and clinical supervision. Identify and undertake developmental opportunities as appropriate.
- Take personal responsibility for continuing professional development through reflective practice and active learning.
- Support others in the workplace who are less experienced in the role. May demonstrate own duties to new or less experienced colleagues e.g. students.

### **Security**

- Accept responsibility for the security of Trust property and facilities as appropriate, including stations, vehicles and equipment used in order to undertake the role.
- Responsible for the safe keeping of Patients' property, valuables etc., where the patient is incapable of performing this function.

### **Major Incidents**

- Undertake duties in relation to major incidents which may require call out when off duty in accordance with the Trust's Major Incident Plan.

### **Vehicle and Equipment**

- Drive all relevant vehicle types operated by the Service as required, in accordance with current road traffic law and the blue light driver training given. Maintain registration on the blue light driver register, which requires periodic reassessment in line with current legislation.
- Ensure that all equipment which was with the vehicle at the start of the shift remains with the vehicle throughout. Should a piece of equipment be lost broken or develop a fault during a shift this should be reported at the first opportunity and action should be taken immediately to seek a replacement. When carrying out the daily vehicle inspection the post holder must ensure that all defects, deficiencies, and accident damage are reported in accordance with Service procedures.

- Ensure the safe transfer of patients to and from vehicles, following health and safety and other appropriate protocols and procedures, being mindful of the safety and welfare of patients, self, colleagues and others, using appropriate equipment and manual handling techniques.
- The post holder must comply with the personal issue equipment policy. And ensure all personal issue equipment is kept in good order and take all reasonable steps to ensure it is not lost or broken.
- Operate Service equipment in accordance with Service procedures and manufacturer's instructions.
- Carry out tasks relating to the testing and evaluation of services and equipment as required.
- Clean equipment and vehicles both inside and out as necessary and refuel them as required.
- Clean and ensure equipment, vehicles, uniform and any other equipment provided by the Service are maintained in accordance with the LAS Infection Control Procedure.10.8. Use all Trust equipment, facilities and premises in a careful, proper and mindful manner, paying due regard to safety and security at all times.
- Return all personal issue equipment when leaving the post, e.g. IPad.

## General

- Be aware of and adhere to the London Ambulance Service NHS Trust intellectual property rights.
- In line with the Trust's policy maintain appropriate standards of cleanliness of vehicles, equipment and station, completing documentation as required specified by the local management team.
- Comply at all times with the Equalities Act 2010 and the LAS Equality and Inclusion Policy.
- When required undertake other tasks reasonably and normally incidental to the job as set out in Service policies and procedures.
- Undertake any other duties, commensurate with training and experience as required by the Trust.

## Infection Prevention & Control

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

## Safeguarding

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this

commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

## Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

## Risk

Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.

Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.

Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc.

Awareness of and compliance with Health and Safety Regulations.

## **Equality and Diversity**

The Trust recognises the need for a diverse workforce and is committed to Equal opportunities in employments and seeks to eliminate unlawful discrimination. To promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff) must at all times fulfil their responsibility with regards to the Trust Equality and Diversity policy and the Equality Act of 2010. All individuals have responsibility to highlight any potential discriminatory practice

## **Health and Safety at work**

In addition to the Trust's responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Trust's policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

## **Disclosure and Barring Service (DBS)**

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and you will be required to sign up and maintain your subscription to the DBS Update Service.

## Person Specification

Qualifications, Accreditations, Education		
	Essential	Evidence
Good general level of education	√	A
Commitment to successfully undertake and complete level 3 LAS accredited Trainee Ambulance Practitioner programme on appointment	√	A
Level 2 numeracy and literacy or equivalent	Desirable	A
Experience		
Demonstrable interpersonal communication and social skills (including non-verbal)	√	I
Adaptability and flexibility when dealing with others	√	A/I
Potential and willingness for organisational change	√	A/I
Demonstrable ability to handle stressful/sensitive situations with tact, diplomacy and assertiveness	√	A/I
Demonstrable ability to work on own initiative	√	A/I
Potential and willingness for personal change with the ability and commitment to learn new skills	√	A/I
Ability to interact effectively with people from diverse backgrounds		A/I
Good verbal and written communication skills		A/I
Basic computer skills		A/I
Knowledge of Health and Safety issues	Desirable	A/I
Knowledge and Skills		
Ability to undertake manual handling, including lifting and manoeuvring of patients and heavy equipment as required.	√	OH/T
Medical clearance DVLA Group 2 Standards	√	OH
Must have held full manual driving licence for a minimum of 1 year	√	A/C
Full current manual driving licence, valid in the UK, with a maximum of 3 penalty points, these will then be assessed based on the conviction codes to decide if acceptable.	√	A/C
Minimum of 1 year's driving experience	√	A
C1 category driving licence if not already held, must be obtained within three months of interview	√	A/I
No previous convictions for driving under the influence of alcohol / drugs	√	A
Driving experience in London or other large cities	Desirable	A
Experience of driving large vehicles of C1 category or above	Desirable	A
No previous convictions for driving under the influence of alcohol / drugs	Desirable	A

<b>Personal Abilities</b>		
Understanding of the nature of the work involved and the London Ambulance Service NHS Trust (LAS)	√	<b>A/I</b>
Must be able to undertake rotating shifts covering 24 hours a day, including shift changes at short notice in line with the current arrangements.	√	<b>I</b>
Understand the need for service policies and procedures	√	<b>I</b>
Flexibility in relation to job demands	√	<b>I</b>
Emotional Maturity including self-discipline	√	<b>I</b>
Enhanced DBS check	√	<b>C</b>
Evidence of reliability	√	<b>R</b>

**Key:**

(A = application, T = test, I = interview, C = checks, R = references, OH = Occupational Health)

Updated **July 2020**