



<b>Job Title</b>	Newly Qualified Paramedic (NQP)
<b>Band</b>	AfC band 5
<b>Location</b>	Sector Based
<b>Reporting to</b>	Locality Group Manager

## Job summary

(overview of role/remit)

To participate in a structured programme to properly integrate and support newly qualified paramedics into the ambulance service workplace, enabling time to consistently apply academic knowledge, skills and placement experience into confident practice, the newly-qualified paramedic (NQP) will be expected to undertake a two-year consolidation of learning. This will include reflective practice and feedback, where through direct and indirect clinical supervision they will learn to apply their knowledge.

The NQP will be expected to operate within Trust clinical policies, JRCALC guidelines, protocols, procedures and SOPs and seek advice or refer to a more senior clinical colleague when a decision to deviate is needed, for example a clinical support desk/hub or other Health Care Professional.

The NQP will always have access to clinical advice and/or support but MUST take clinical advice as dictated by Trust protocol and/or support from an identified source e.g. clinical support desk/hub or other Health Care Professional, whenever they consider it may be necessary to deviate from protocols, procedures, SOPs and clinical guidelines.

Responds to emergency and urgent calls, delivering high quality and effective pre-hospital care (within the scope of practice and competence of the individual) and transportation. This may (but not exclusively) include 999 emergencies, inter-hospital transfers, urgent hospital admissions and other allocated responses commensurate with the role.

Carry out assessment, care, treatment and transportation of patients as an operational practitioner, working in a variety of locations.

Post-holders will initiate appropriate care and effective treatment to patients in pre-hospital environment, selecting and applying appropriate skills and equipment safely and within appropriate level of education, competence and scope of practice.

While the NQP programme is ordinarily over a maximum period of 24 months, NQPs may complete the programme in a shorter timescale, for example if they already have previous relevant experience. All NQPs will need to demonstrate that they meet the standards required by the consolidation of learning period.

## Key Relationships & Stakeholders

Internal relationships:	EOC staff, NETS Staff, EMT/ EACs, TEAC, Student Paramedics, Paramedics, Practice Educators, Clinical Team Leaders, Group Station Managers, Practice Education Facilitators, Clinical Tutors, QGAMs, SEMs and SDMs, Advanced Paramedic Practitioners, Incident
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External relationships:

Response Officers, Practice Learning Managers, Consultant Paramedics, and Medical Directorate staff, including CARU. Patients and service users, the general public, other Emergency Services, all grades of Doctors, Nurses, Pharmacists and other Allied Health Professionals, Mental Health Professionals, Social Care professionals and Higher Education providers.

**Main duties and responsibilities**

(bullet points providing detail of responsibilities)

- 1.1 Carry out paramedic duties as part of an operational crew, working within scope of practice and adhering to protocols, procedures, SOPs and clinical guidelines, seeking appropriate clinical advice and/or support\* as required.  
**\*(A person undertaking this role will always have access to clinical advice and support but MUST take clinical advice as dictated by Trust protocol and/or support from an identified source such as a clinical support desk/hub or other Health Care Professional, whenever they consider it may be necessary to deviate from protocols, procedures, SOPs and clinical guidelines).**
- 1.2 Work within scope of practice and limits of professional competence referring to clinical advice and/or support as required (defined in 1.1). Follows established care packages.
- 1.3 Reduce inappropriate demand for emergency services by referring patients to appropriate health and social care agencies in response to emergency/urgent calls not requiring hospital attendance, seeking appropriate clinical advice and /or support as required (defined in 1.1).
- 1.4 Assist in delivering a flexible ambulance service response crossing professional boundaries as necessary and strengthening the delivery of unscheduled care seeking clinical advice and/or support as required (defined in 1.1).
- 1.5 Ensures a continuous duty of care to patients to the required HCPC Standards of Proficiency and within the scope of practice and competency of this role, ensuring an appropriate level of monitoring and treatment is maintained until the patient is either discharged, referred or transferred on the advice of an experienced paramedic or handed over to the the care of another healthcare professional and agency.
- 1.6 Make appropriate use of clinical decision support software where available.
- 1.7 Follow and adhere to Trust clinical policies, protocols, procedures and SOPs Treat and Release, or refer patients who access the health service through the 999 system, but who do not need hospital admission seeking appropriate clinical advice and/or support as required (defined in 1.1).
- 1.8 Attend patients in a variety of clinical and non-clinical settings. If arriving first on scene to critical emergency situations, undertake initial care and treatment of patients using Trust clinical policies, protocols, procedures and SOPs; promptly handing over responsibility to a more experienced paramedic/clinician when one is available on scene and seeking appropriate clinical advice and/or support as required (defined in 1.1).
- 1.9 Following Trust clinical policies, protocols, procedures and SOPs, undertake physical patient examinations and accurately triaging and prioritising patients by completing holistic patient assessments.
- 1.10 Following Trust clinical policies, protocols, procedures and SOPs administer drugs in accordance with national and local guidelines and relevant Patient Group Directives issued by the Trust and seeking appropriate clinical advice and/or support as required (defined in 1.1).
- 1.11 Record observations and findings appropriately including adverse incidents and Safeguarding issues, ensuring all records are kept confidential and stored safely in accordance with Trust information governance arrangements.
- 1.12 Work as an effective member of a multi-professional team, giving support to non-registered staff as required. Provide guidance and support, as required, to non-registered staff without assuming supervision, education or line management role.
- 1.13 Maintain an up-to-date knowledge of ambulance service practices, ensuring that these are reflected in compliance with Trust procedures and operations.
- 1.14 Communicate effectively with staff and managers on a regular basis.

- 1.15 Communicate with patients, relatives, colleagues and other health professionals and stakeholders in a calm, caring and professional manner, treating them with dignity and respect at all times.
- 1.16 Communicate condition related information to patients and their relatives requiring empathy and reassurance skills.
- 1.17 Provide verbal and written clinical input and feedback on matters of health and safety, risk assessments, accident reporting and investigations.
- 1.18 Promote Equality & Diversity and a non-discriminatory culture.
- 1.19 Identify and take action when other people's behaviour undermines Equality and Diversity.
- 1.20 Adhere to clinical governance policy requirements within the Trust.
- 1.21 Adhere to protocols controlling drug and clinical supplies.
- 1.22 Complete documentation (including electronic patient records where used )as per Trust guidelines and Information Governance requirements, e.g. Data Protection.
- 1.23 Carry out any other duties commensurate with the post/role.
- 1.24 Exhibit standards of personal and professional conduct and performance required by the Health Care Professions Council (HCPC) or successor body. Maintain professional registration through the HCPC or successor body.
- 1.25 Demonstrate awareness and application of HCPC principles contained within the Standards of Proficiency and Standards of Performance Conduct and Ethics.
- 1.26 Take part in activities that lead to personal and/or team growth. Be open to constructive feedback and take steps to develop practice in response to feedback.
- 1.27 Maintain effective relationships with clinical supervisor and others engaged in their learning. Attend performance review, and plan activities with mentor/line manager.
- 1.28 Take a lead in identifying own development needs.
- 1.29 Reflect on clinical practice and behaviours and develop a portfolio of practice in line with HCPC guidance to demonstrate competence against the NQP framework.
- 1.30 Attend training and development programmes identified as individually appropriate.
- 1.31 Behave as an ambassador for the trust by displaying trust values and professionalism in all engagements.
- 1.32 Engage with CPD opportunities.

**Note on clinical supervision:**

Clinical supervision means 'a formal process of professional support and learning which enables individual practitioners to develop knowledge and competence, assume responsibility for their own practice and enhance consumer protection and safety of care in complex clinical situations' (*DH 1993*).

Under clinical supervision, a newly qualified Paramedic will be able to refer to a more experienced practitioner at all times.

**Definition of advice and/or support:**

A person undertaking this role will always have access to clinical advice and support but **MUST** take clinical advice as dictated by Trust protocol and/or support from an identified source such as a clinical support desk/hub or other Health Care Professional, whenever they consider it may be necessary to deviate from protocols, procedures, SOPs and clinical guidelines.

<b>HEALTH AND SAFETY</b>
<p>Remove immediately from service any identified defective medical or other safety equipment, following appropriate reporting procedures.</p> <p>Promote a positive culture of Health &amp; Safety awareness.</p>
<b>Infection Prevention &amp; Control</b>
<p>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.</p> <p><b>Demonstrated by:</b> So far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.</p>
<b>INFORMATION GOVERNANCE</b>
<p>The post holder must understand the principles of the Data Protection/ Freedom of Information Acts and their application within Management Information and keep up to date with any changes.</p> <p>Apply this knowledge through ensuring that any information provided complies with the provisions of these Acts.</p>
<b>SAFEGUARDING</b>
<p>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.</p> <p>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.</p>

## Person Specification

(A = Application, T=Test, I = Interview)

<b>Qualifications, Accreditations, Education</b>		
	<b>Essential</b>	<b>Evidence</b>
HCPC registered Paramedic	✓	A
Full manual driving licence, valid in the UK including vehicle categories C1 and B (not B auto.)	✓	A
Able to meet the requirements of the Knowledge and Skills Framework for their role	✓	A
ALS, PHTLS, PHEC or other advanced clinical courses	<b>Desirable</b>	A
<b>Experience</b>		
Commitment to CPD activity.	✓	A/I
Up-to-date continuing professional development portfolio	✓	A
Experience in dealing with a diverse range of people in a customer/patient environment	✓	A/I
Healthcare experience within NHS, nursing or voluntary organisation	<b>Desirable</b>	A/I
<b>Knowledge and Skills</b>		
Able to communicate effectively verbally and in writing	✓	A/I
Good interpersonal skills	✓	I/T
Able to develop and adapt to change	✓	A/I
Problem solving ability	✓	A/I/T
Planning and decision making skills	✓	A/I
Able to work under pressure	✓	A/I/T
Able to maintain confidentiality of information	✓	A/I
Able to complete clinical and other records to a high standard	✓	A
Understanding of goals and objectives within the NHS structure (e.g. Clinical Governance, Reforming Emergency Care)	✓	A/I
Computer literate	✓	A
<b>Personal Abilities</b>		
Able to develop effective working relationships with colleagues and the public	✓	A/I
Able to use initiative/self motivated	✓	A/I
Flexibility in relation to shifts and job demands	✓	A
Quality/patient focused	✓	A/I
Caring attitude and sensitivity to others	✓	A/I
Able to participate in clinical audit to evaluate clinical practice	✓	A/I
Confident with the ability to take a lead role when required	✓	A/T
Able to interact with people from varying cultural backgrounds and social environments and promote values of equality and diversity	✓	A/I
Reliable and good attitude to attendance and punctuality	✓	A
Demonstrate a commitment and recognition to the core values and beliefs of an employee of the NHS and the LAS	✓	A/I
Committed to high quality patient care and patient experience	✓	A/I
Respectful and able to promote equality in opportunity, employment and service delivery	✓	A/I
Committed to continuous professional development and personal growth	✓	A/I
Able to ensure care of own health and wellbeing to promote improvements to physical and emotional wellbeing	✓	A/I
Able to perform the requirements of the post to an acceptable standard	✓	A/I
Demonstrates a positive and flexible approach in line with the changing nature of the Trust's service delivery model	✓	A/I
Committed to the values based principles of high quality patient care to include; clinical excellence; compassion; care; competence; communication; courage and commitment in all aspects of service delivery	✓	A/I