



ABOUT THE JOB

Job Title:	Emergency Care Assistant (ECA)
Reporting to:	Duty Officer
Job Summary:	Operate as a member of a double crewed ambulance with a more senior clinician responding to emergency calls as either driver or attendant.

KEY RESPONSIBILITIES

- Deliver non-emergency, urgent and emergency care to a wide range of patients.
- Ensure the safe transfer of patients following Health and Safety and other appropriate Procedures, being mindful of the safety of patients, self, colleagues and others, using appropriate equipment and manual handling techniques.
- Communicate with patients, relatives, colleagues, other Health Care Professionals and members of the public in a calm, caring and professional manner, treating them with dignity and respect at all times.
- Ensure that patient confidentiality is maintained at all times.
- Undertake appropriate dynamic risk assessments in accordance with Service Procedures, having due regard for the health and safety of yourself and others.
- Identify the need to request additional support, appropriate to the circumstances, when necessary.
- Work flexibly when required to provide relief cover for emergency ambulance operations, this will require working unsociable hours including night times, weekends and Public holidays.

YOU WILL

- Respond immediately and without delay to both emergency and non-emergency calls as directed by the Joint Emergency Services Control Centre (JESCC).
- When responding to emergency calls will crew alongside either a HCPC Registered Paramedic or other suitably qualified clinician, to provide effective clinical care in line with UK Ambulance Service Clinical Practice Guidelines (JRCALC), Service Policies and Clinical Governance notices as published and updated from time-to-time.
- Drive any of the vehicles in the Service's fleet, conveying patients to and from Treatment Centres, the Emergency Department or other health care facilities as appropriate.
- Act at all times in the best interest of the patient. When crewed with a more senior clinician they maintain overall clinical responsibility for the patient.

YOU WILL

- Use all Service equipment, facilities, vehicles and premises in an effective and safe manner, reporting faults breakdowns and accidents promptly in accordance with Service Procedures.
- Maintain skills and competencies required by the ECA scope of practice and undertake all statutory and mandatory training commensurate with this role.
- Provide support and assistance to colleagues as appropriate to the role including mentoring, supervision and support to less experienced staff and trainees.
- Be able to respond as a first responder to appropriate incidents within the ECA scope of practice.
- Report any concerns relating to the Safeguarding of children or vulnerable adults in accordance with Service Procedures.
- Assist and support colleagues to ensure station security, cleanliness and the availability of vehicles, equipment and supplies and to assist in other station duties as required i.e.
 - Cleaning vehicles and equipment, paying particular attention to infection control.
 - Replenishing, restocking and replacing items on station and vehicles.
 - Decontaminating equipment.
 - Completing paperwork e.g. case sheets, incident reports, Police Statements etc.
 - Attend court if required and give evidence or be cross examined under oath.
 - Record promptly and in accordance with Service Procedures any accident / incident in which you are involved in whilst on duty.
 - Reporting any faults or breakdowns and completing the appropriate records.
- Maintain the confidentiality of information about patients, staff and other health service business in accordance with the Service's Procedures. Individuals must not, without prior permission, disclose any information regarding patients or staff.
- Have a responsibility to ensure that the Service's Health and Safety Policies and Procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of others persons who may be affected by their acts or omissions.
- Have a personal obligation to adhere to current guidance on methods to reduce healthcare-associated infections. Post holders must be familiar with the Service's Infection Control Procedures, including those which apply to their duties such as hand decontamination and personal protective equipment.
- Be expected to act in accordance with the Service's Code of Conduct.
- Be required to comply with the Service's Policies, Procedures and appropriate Clinical Governance protocols in place and as amended from time-to-time. These are available to read on the intranet and all employees are required to acquaint themselves with them.
- The hours of duty will be determined by the requirements of the post and require full flexibility on the part of the post holder and will average 38 hours per week.
- The post holder will be required to attend Major Incident exercises as required.

Person Specification

This is a specification of the essential and desirable requirements to effectively carry out the duties and responsibilities as an ECA (as outlined in the Job Description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Existing First Aid / AED qualification		✓
Full manual driving licence held for at least 12 months and be in possession of a category C1 OR a provisional C1 driving licence and working towards the C1 theory driving assessment.	✓	
Qualifications: minimum of 5 GCSEs at grade C or above including Maths, English and a Science, or equivalent, to enable career progression.		✓
Experience		
Flexibility to working days and hours. Including weekends, nights and Public holidays.	✓	
Skills, knowledge and abilities		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
A genuine commitment to caring for others	✓	
Ability to manage own work with minimal supervision	✓	
Ability to attain the Emergency Care Assistant qualification	✓	
Ability to obtain an emergency driving qualification	✓	
A patient focused outlook	✓	
Resourcefulness and organisational skills	✓	
IT literacy skills including Word and Excel or willingness to learn		✓
Ability to develop and adapt to change	✓	
Ability to work autonomously	✓	
Pre-employment requirements		
Double vaccination and latest boosters for Covid-19		✓
Willing to receive the necessary vaccinations as required by the Occupational Health Authority for operating within this Health Care role (including annual 'flu vaccinations)	✓	
Willing to complete a Medical Questionnaire or Occupational Health Pre-Employment Assessment to ensure fitness for post	✓	
Satisfactory completion of an Enhanced DBS check	✓	

This Job Description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance and Rescue Service. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials:

Date of preparation:
13th July 2023