



# ABOUT THE JOB

**Job Title:** Emergency Ambulance Crew (EAC)

**Location:** Alderney

**Reporting to:** Team Leader / Duty Officer

**Job Summary:** As Emergency Ambulance Crew, you will be responsible for responding to emergency and non-emergency situations where you will assess and treat patients to your skill level. You will transport ambulatory and non-ambulatory patients when required. You will be responsible for providing high quality, professional and compassionate care for patients and ensuring current clinical practice procedures and requirements are followed.

## KEY RESPONSIBILITIES

- Attend, assess and commence pre-hospital emergency treatment for a wide range of patients in the care of the Emergency Ambulance Service, in accordance with current clinical practice procedures and keeping within clinical scope of practice for the role.
- 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 moving and handling techniques.
- To be accountable for the care and safety of patients in your charge until safely transferred, discharged or handed over to an appropriate individual.
- 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.
- Accurately handover the care of a patient to the most relevant individual or department, reporting any concerns to the most appropriate person or body, including concerns around safeguarding or increasing care needs.
- Accurately completing all documentation relating to patients, vehicles and equipment, and submitting to the correct channels in a timely manner.
- Take bookings for non-emergency patient transfers and administer and organise the daily work schedule, ensuring that bookings accepted are in accordance with eligibility criteria.
- Record daily statistical information in relation to both your emergency and non-emergency work.
- 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.
- Encourage patients to provide feedback (including compliments and raising concerns) on the quality of service given, explaining the communication channels that are available.
- Actively engage in personal and environmental cleaning routines (including equipment, vehicles and areas of the facilities) to ensure infection prevention and control standards are adhered to.
- When working with lesser/newly qualified or returned to practice clinicians, act as the senior clinician and maintain clinical responsibility. You will be expected to offer guidance and coaching to junior grades.
- To ensure the Safe Clean and Personal Everyday (SCAPE) standards are met when delivering any activity on behalf of the Service.
- Achieve and maintain all relevant skills and knowledge, be aware of skill fade and knowledge gaps, actively engage in CPD and keep a personal development portfolio. You must complete all statutory and mandatory learning, both online learning and/or face-to-face.

## YOU WILL

- Be able to work shifts, plus unplanned overruns, over a 24/7 operational period.
- Work flexibly, including clinical shifts in Guernsey and the working of unsociable hours, including night time, weekends and Public Holidays.
- 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, crew alongside another suitably qualified clinician to provide effective clinical care in line with UK Ambulance Service Clinical Practice Guidelines (JRCALC), Service policies and procedures, and Clinical Governance documents 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.
- 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 EAC scope of practice, including the administration of Prescription Only Medicines (POMs) as authorised under relevant Administration Protocols, 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 both as a first responder and as emergency crew to appropriate incidents within the EAC 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 in 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 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 legislation and Service 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 other persons who may be affected by their acts or omissions.

## YOU WILL

- 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 Policy and 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 and as amended from time-to-time. These are available to read on the intranet and all employees are required to familiarise themselves with them.
- Work on average 38 hours per week. The hours of duty will be determined by the requirements of the post and require flexibility on the part of the post holder.
- Be expected to travel to Guernsey, on average for two clinical shifts per month, in order to maintain clinical exposure and competence, and to receive mentoring. Additionally, you may be required to attend Guernsey for pre-arranged statutory and mandatory training.
- Attend Major Incident exercises as required.
- Perform any other duties commensurate with these responsibilities, and the skills and qualifications of the post-holder.

## Person Specification

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

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
Educated to GCSE level or equivalent including Maths and English	✓	
Full manual driving licence (minimum category B), a minimum of 1 years' driving experience and willingness to obtain a category D1 / C1 if not already held	✓	
First Response Emergency Care Level4 or SJA 'Emergency Crew' certificate or equivalent, or ability to complete	✓	
IHCD Emergency Driving (D1 & D2), CERAD Level 3, or ability to complete	✓	
<b>Experience</b>		
Dealing with customers, patients or clients in a positive manner	✓	
Experience of managing conflict and de-escalating situations	✓	
Experience of emergency and non-emergency driving with an emergency service, military or St John Ambulance		✓
Existing First Aid / AED qualification		✓
<b>Skills, knowledge and abilities</b>		
Ability to complete relevant clinical, shift and incident paperwork to required standards as indicated in guidance or training documents	✓	
Demonstrate ability to work in a pre-hospital emergency ambulance environment with a patient focused outlook	✓	
Ability to deliver a high-quality patient experience, in a demanding and pressurised environment, whilst ensuring best practice treatment at all times	✓	
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
A good standard of physical fitness to facilitate lifting, bending and carrying in the process of transporting patients	✓	
Ability to work in a team and use own initiative when necessary	✓	
Ability to work autonomously and to manage own work with minimal supervision	✓	
Willingness to adapt and learn new skills	✓	
Flexibility to working hours	✓	
ICT literacy skills including Microsoft® Word and Excel		✓
<b>Pre-employment requirements</b>		
Vaccinations as required by the Occupational Health Authority for operating within this Health Care role (including annual flu vaccinations)	✓	
Pre-employment medical screening to ensure you are medically fit to undertake the role	✓	
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 the 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: KF	Date of preparation: March 2025	