

# EAST MIDLANDS AMBULANCE SERVICE NHS TRUST

## Role Description (Ambulance Technician – Permanent)

<b>Job Title</b>	<b>Ambulance Technician</b>
<b>Accountability</b>	<b>Assistant Director of Operations</b>
<b>Review Date</b>	<b>This job description is subject to periodic revision following discussion with the post holder</b>

### **Job Purpose:**

To deliver high quality emergency and urgent assessment, treatment, care and transport to a wide range of patient groups including their relatives/carers. Where necessary, appropriately assess and treat patients at the point of contact and refer onwards to other health care providers in line with all current trust policies, procedures and standard operating procedures.

Where required and appropriate, take a lead clinician role on a double crewed ambulance, working to the EMAS technician scope of practice and within all clinical guidelines.

### **Main Duties and Responsibilities:**

#### **GENERAL:**

Carry out shifts as directed by the trust whether that be through placement on a rota line or as planned by the resourcing centres if on relief.

Ensure punctual timekeeping so that the post holder is ready and available at the start of any shift they are required to work.

Carry out daily vehicle inspections and report any defects or damage as per trust policies and in accordance with UK law.

Ensure any vehicle used is fully stocked with patient care equipment and that the equipment is in good working order and complies with all trust IPC policies. Report any defective equipment through approved trust procedures.

Ensure that vehicles, equipment and stations are kept clean at all times.

Comply with all trust Health and safety policies and procedures making sure that all accidents and hazards are reported promptly through the trusts procedure.

Comply with all trust IPC policies and procedures for instance 'bare below the elbow' to ensure the safety of colleagues and members of the public.

The post holder will regularly be exposed to, and come into contact with, bodily fluids and so must be aware of all, and use when appropriate, PPE provided by the trust. Also to be aware of current cleaning techniques as per IPC policies and procedures.

Completes and submits all relevant non-clinical documentation required by the trust when required to do so.

To maintain high standards of appearance and conduct when working as a representative of the trust and dealing with patients, relatives, other healthcare professionals and stakeholders.

To abide by trust and NHS values and the NHS constitution and to promote an inclusive and non-discriminatory culture, treating service users, their significant others and colleagues with dignity and respect. This must be done in line with relevant national legislation.

Take responsibility for own health and wellbeing, ensuring knowledge of all trusts health and wellbeing policies and strategies including P2P, PCW, EAP etc. Awareness of support mechanisms available through occupational health.

To act honestly when asked to handle either trust or patient finances and to ensure any irregularities are reported promptly. To also be aware of all anti-fraud procedures within the trust.

### **Clinical responsibilities:**

The post holder will undertake the full range of EMAS technician duties as part of a Double crewed ambulance crew. They will work with Emergence care Assistants, Trainee technicians, other Qualified Technicians, Paramedics or any other person they are reasonably directed to work with.

Where required take on the role of trainee mentor, ensuring the safe practice of junior members of staff prior to their qualification. To ensure that trainee portfolios are signed when a skill is witnessed and that the trainee is working safely and within trust protocols.

Ensure that the CSM team are made aware if there are any trainees not performing to the required standard and take part in any action plan put in place to ensure the trainees performance improves to an acceptable level.

When working with an ECA or a trainee technician the technician will assume the role of lead clinician. When working with a paramedic the technician will work in a supportive role in line with the trusts scope of practice.

When operational demand dictates the post holder will be required to respond in a solo capacity to ensure a timely response to patients.

Assess, treat and manage a wide range of patients who contact the trust requiring help, via the 999 system and through 3<sup>rd</sup> party providers such as 111 and the GPs. Ensure that patients are managed in accordance with JRCALC, all relevant trust policies, procedures and SOPS and in line with the trusts Ambulance Technician scope of practice.

Where appropriate, and where safe to do so, act autonomously in assessing patients, deciding on the appropriate treatment and then referral route when the patients condition dictates transport to a specialist unit e.g. PPCI or stroke to ensure the patient receives safe, appropriate on-going care.

Responsible, as an autonomous clinician, for promoting see and treat by using locally determined referral pathways to reduce avoidable hospital admissions where it is safe and appropriate to do so.

To follow locally agreed procedures when a patient refuses to travel to a hospital or refuses treatment against the advice of the post holder. This will include contacting CAT or safety netting to another HCP for assessment.

Utilise appropriate and relevant information, either by electronic or verbal means; to ensure patients and their significant others can make informed decisions about their health and treatment.

Organise and manages a complicated incident in the initial stages prior until other support arrives. Communicate with other ambulance service personnel and emergency service personnel who may be on scene.

Demonstrate an ability to adapt quickly to a changing patient, incident or environment, remaining calm and focused to ensure timely treatment is provided.

Make reasoned decisions regarding initiating treatments or procedures and ensuring that these reasons are clearly documented on the electronic patient record.

Being accountable for all decisions made and seeking senior clinical advice/support when it is appropriate to do so.

The post holder is expected to adhere to all current trust safeguarding policies and to act in the best interests of those patients they attend who are considered vulnerable. This will include the reporting of highly emotive and distressing information through the agreed processes.

To adhere to all current IPC policies and procedures and to report any issues through the agreed reporting mechanisms.

When required prepare and administer the correct medicines appropriate to the patients condition. Ensure the EMAS medicines policy is adhered to and that all doses are within JRCALC national guidelines.

Ensure all medicines are stored as per EMAS guidelines both on stations and on vehicles. All discrepancies must be reported promptly.

### **Documentation and record keeping**

Ensure the prompt and accurate completion of records for every patient attended, including treatments, plans and decisions making, either using a paper patient report form or the trusts GETAC electronic record device.

Ensure all apps the post holder has access to are used appropriately and within trust guidelines.

Ensure the sharing of information is done in compliance with all relevant local and national information governance procedures including Caldicott principles and current legislation.

When required, participate in Trust clinical audit and effectiveness processes to ensure the highest standards of service are achieved in the interest of patient care. Where appropriate, make proposals for change to own working practices, policies and procedures within own working area.

When required to book medicines in or out of vehicles or station storage ensure all documentation is completed in line with the trusts medicines management procedures. Ensure all discrepancies are recorded and reported promptly.

Ensure all reports that are required to be completed by trust departments are done so promptly and legibly.

### **Communication**

Communicate effectively with a range of patient groups in a wide variety of settings. Adapt communication styles to overcome barriers to effective communication when dealing with all patient groups.

Ensure consent is obtained before undertaking assessments and treatments of patients. Be aware of those patients who may not be able to communicate effectively e.g. children, patients with learning difficulties etc and undertake capacity assessments to be able to determine best interests actions.

Demonstrate the ability to communicate a range of complex information to patients and significant others in a clear and concise way so as to allow informed decisions about care and treatment to be made.

Communicate effectively with other emergency service and HCP personnel at the scene of incidents in private, public and other environments. Ensure information is communicated concisely and standards of conduct and clinical care are maintained in challenging and emotive environments involving serious injury or sudden bereavement.

Communicate highly sensitive information tactfully and accurately when at the scene of incidents e.g safeguarding of children/adults as per trust policies and procedures.

Communicate effectively with aggressive patients, relatives and bystanders using management of aggression techniques.

Ensure accurate and timely communications with EOC via approved procedures and using trust communication devices. Keep EOC informed at all times of availability and, when required, keep them updated with all relevant information when at the scene of incidents.

Contact EOC when requesting back up from a senior clinician. If one is not available and the decision is to transport ensure EOC are made aware.

Attend any hearing requested to do so to give evidence. This could include criminal or coroner's court or a regulatory body fitness to practice hearing.

### **Vehicle and driving responsibilities**

As directed drive any trust vehicle adhering to all national legislation and trust policies and procedures

At shift start ensure all essential vehicle checks are completed and the vehicle MDT is updated as per trust policy. Ensure, where possible and demand allows, that the vehicle, equipment and consumables are checked

and that any damage or deficiencies are reported where required through trust procedures.

Where required, and where demand dictates, drive as a solo responder on either a DCA or a solo FRV to incidents.

Maintain appropriate levels of vehicle cleanliness as per trust IPC policies and procedures.

## **Training**

The post holder is required to comply with all statutory and mandatory education requirements the trust deem relevant to the role. This includes E-Learning which must be completed in the identified time frame.

Where required and agreed, undertake a practice facilitator's course to allow formal mentorship of new trust staff.

To regularly monitor the trust online education platform (Totara) to ensure Educational compliance.

Attend supervision and appraisal sessions with clinical support managers and appropriate others as required.

To comply with the trusts capability policy if it identified that performance drops below that which is expected.

Maintain individual skills in line with the trust ambulance technician scope of practice and any other appropriate guidance.

Take part in any activities that may lead to personal or professional growth e.g CPD activities, attendance at Major incident exercises.

Whilst undertaking either internal or external training exhibit and comply with all trust values and personal and professional standards of conduct.

## **Equality and diversity**

East midlands ambulance service recognises the need to remove any form of discrimination against any person it comes into contact with. It takes this responsibility very seriously and so post holders are expected to adhere to all current equality and diversity policies and legislation.

The post holder is expected to highlight any potential discrimination. This can be done either through their line manager, the trusts 'freedom to speak up'

guardian, the IR1 reporting system or the trusts equality and diversity lead.

### **Health and safety and security**

Adhere to health and safety legislation and all trust H&S policies and procedures and promote best practice in health, safety and security.

Ensure all breaches of H&S and security are reported in a timely manner through the agreed reporting processes.

All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations to ensure that the trusts 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.

### **Confidentiality**

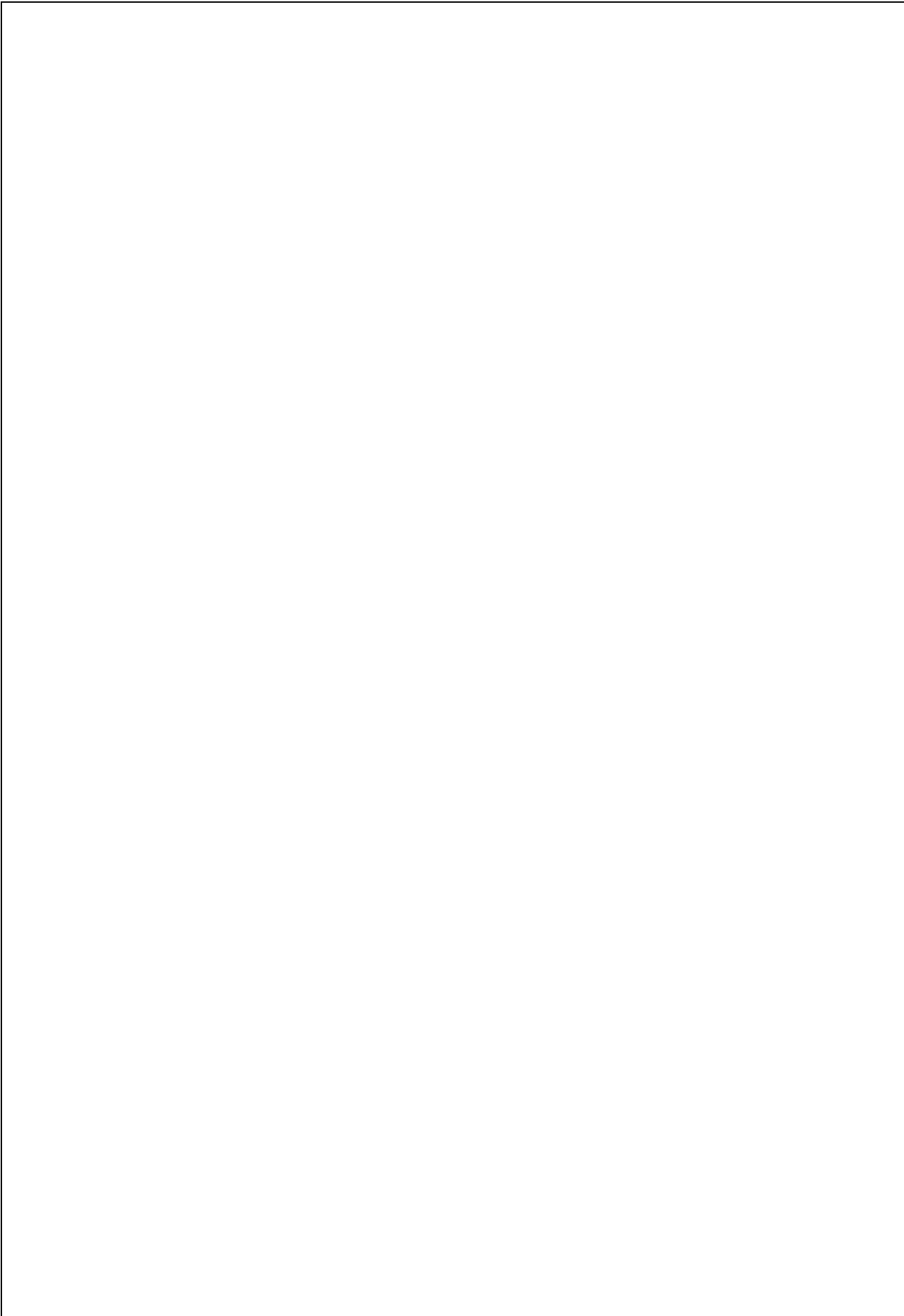
The post holder will be made aware, through the course of their employment, of highly sensitive and distressing information relating to both patients, colleagues and the organisation itself. This information must be treated with the strictest confidentiality and must not be disclosed to any other person or organisation.

In the event that information has to be disclosed eg as part of a criminal investigation, permission must be sought and the information disclosed must be relevant only.

All records that are completed on the GETAC must be finalised and then can not be accessed to be changed retrospectively.

Patient identifiable information can be disclosed as part of the normal day to day work via agreed handovers to other EMAS staff, hospital staff or community health care professional's e.g GPs. This must only be done as part of the patient care pathway and, where possible, the patient must be kept informed at all times.

There may be times when the post holder will become aware of information that is confidential (but outside of the normal safeguarding arena) but that, in the best interests of the person involved, will need to be communicated to a 3<sup>rd</sup> party. In this instance the post holder must seek advice from a line manager in the first instance or can approach the 'freedom to speak up' guardian.





**Job Description Agreement:**

Job Holder's Signature:

Date:

Line Manager's Signature:

Date:

Job Title:

## Person Specification

	Essential	Desirable
<b>Qualifications</b> <b>Professional</b> <b>Development</b>		
<b>Experience</b>		
<b>Knowledge and Skills</b>		
<b>Personal Attributes</b>		