

EAST MIDLANDS AMBULANCE SERVICE NHS TRUST

Role Description (Ambulance Technician – Permanent)

Job Title	Ambulance Technician
Accountability	Clinical Operations Manager
Review Date	This job description is subject to periodic revision following discussion with the post holder

Job Purpose:

To deliver high quality emergency and urgent assessment and provide care, appropriate referral and/or transport to a wide range of patient groups and their relatives/carers.

Work as part of a crew on a double crewed ambulance alongside Paramedics, other qualified and trainee Ambulance Technicians and Emergency Care Assistants. Where appropriate, take on the role of lead clinician ensuring all relevant East Midlands Ambulance Service (EMAS) policies, procedures and risk assessments are adhered to.

Main Duties and Responsibilities:

GENERAL:

Carry out shifts as planned whether that be through placement on a rota line or as directed by Local Resourcing Management centres.

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

Carry out daily vehicle inspections and report any defects or damage as per relevant Trust policies, procedures and in accordance with UK law. Ensure vehicles are fully stocked with all required equipment and that the equipment is in good working order.

Comply with all Trust Health and Safety policies and procedures making sure that all accidents and hazards are reported promptly through the approved

reporting procedure.

Ensure that vehicles and equipment are cleaned in accordance with current, agreed techniques as laid down in relevant policies. Comply with all Trust Infection, Prevention and Control (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 come into contact with bodily fluids and hazardous environments so the appropriate Personal Protective Equipment (PPE) provided by the Trust must be used.

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

The post holder will be working as a representative of the Trust and, as such, when dealing with patients, relatives, other healthcare professionals and stakeholders they must maintain high standards of appearance and conduct at all times.

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.

To follow, and adhere to, the skillsforcare/Department of Health Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England

Take responsibility for own health and wellbeing, ensuring knowledge of, and compliance with, all Trust health and wellbeing policies. To be aware of the support mechanisms available through occupational health, Peer to Peer, Pastoral Care, Employee Assistance Program and other voluntary services.

To act honestly when asked to handle either Trust or patient finances or property and to ensure the prompt reporting of any irregularities to the relevant managers through the approved reporting process.

To be aware of, and comply with, all anti-fraud procedures within the Trust and to actively engage with any anti-fraud process when required to do so.

Clinical responsibilities:

The post holder will undertake the full range of duties as part of a Double crewed ambulance crew in accordance with the EMAS Technician scope of practice. They will work with Emergency Care Assistants, Trainee Technicians, Qualified Technicians, Paramedics and/or any other person they are

reasonably directed to work with.

The post-holder must complete a Practice Educators course. When completed the post holder can then provide supervision and support to junior members of staff up to and including first year university Paramedic students.

When asked by the learner, the post holder will be able to sign the learner's portfolio to confirm the learner has completed a task safely and in line with Trust policies and procedures. The post holder must make sure they have witnessed the task they are signing for.

Ensure that the CSM team are made aware at the earliest opportunity of any deficiency in practice of a Trainee. In the case of Student Paramedics ensure that the Trust's Practice Education Team are made aware at the earliest opportunity. Where required, appropriately support the learner to achieve competency as part of a Developmental Action Plan.

When working with an ECA, Trainee Technician or first year Student Paramedic, the post holder will assume the role of clinical lead. When working with a Paramedic the post holder will work with appropriate delegation in line with their scope of practice.

Due to the operational demands of the Trust, the post holder may be required to respond in a solo capacity to ensure a timely response to patients. This will be at the request of the Emergency Operations centre (EOC) and the post holder must ensure they work to their scope of practice.

Assess, treat and appropriately manage a wide range of patients, across the full spectrum of emergency calls e.g mental health, trauma, medical emergencies, as allocated by EOC. Ensure that patients are managed in accordance with National Clinical Guidelines along with all relevant Trust policies and Standard Operating Procedures (SOPS) and in line with the post holders scope of practice.

Act autonomously when assessing patients, be able to recognise a wide range of potential life-threatening conditions across all age ranges. Decide on, and administer, the most appropriate care, treatment and referral.

The post holder will be required to transport patients to the care facility most appropriate for their condition, These will include Heart Attack centres for treatment of life threatening cardiac conditions, Hyper Acute Stroke Units and Major Trauma Centres to ensure the patient receives safe, timely and appropriate on-going care.

The Post Holder will be Responsible, when acting as an autonomous lead

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 transport to hospital or refuses treatment against advice, or in the clinical opinion of the post holder does not require hospital admission. This may include contacting the Clinical Assessment Team (CAT) or safety netting to other Health Care Professionals 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, care and treatment. If appropriate, assess the validity of Power of Attorney, Advanced Directives, DNA-CPR and RESPECT forms and act in accordance with these.

Organise and manages complex and major incidents in the initial stages until the arrival of other resources. If required, manage those resources on scene until relieved by Operational Commanders. Co-ordinate, and communicate, detailed and accurate information with other ambulance and emergency service personnel who may be on scene using the JESIP (Joint Emergency Services Interoperability Programme) principles.

Demonstrate an ability to adapt quickly to a changing patient, incident or environment, remaining calm, professional and focused, re-assessing where necessary, to ensure appropriate decisions are made and timely treatment is provided. The post holder will be able to recognise, and manage, life threatening cardiac arrhythmias.

Make reasoned and accurate decisions, considering possible differential diagnosis, regarding the initiating of treatments or procedures. Ensure that all clinical decision making is clearly documented on the patient record form.

When acting as a lead clinician the post holder will be accountable for all decisions made and should seek further senior clinical advice/support when it is appropriate to do so.

The post holder is expected to act in the best interests of all patients, carers, relatives, members of the public and other emergency services personnel including those who may be considered vulnerable. The post holder is also expected to adhere to all current Trust safeguarding policies, which will include the reporting of highly emotive and distressing information through the agreed processes.

When required, either autonomously or at the direction of another clinician,

prepare and/or administer medicines that are appropriate to the patient's condition in accordance with Trust policy and the Scope of Practice (including end of life care medication). The post holder must be aware of the medicines that are applicable to their role, the administration routes, their actions, indications, contra-indications and side effects.

The post holder must ensure adherence to all Trust's Medicines Policies, that all drugs are cross-checked with another person where possible, comply with National Clinical Guidelines prior to administration and are stored as per EMAS guidelines both on stations and on vehicles.

The post holder may be asked to take part in clinical trials and any research required by the Trust within their scope of practice.

Documentation and record keeping

Ensure the prompt and accurate completion of records for every patient attended, including treatments, plans and decisions making, either using the Trust's electronic patient record device or, in exceptional circumstances, the agreed paper patient report form.

The post holder will ensure they regularly access and update when necessary, any mobile applications (apps) that are mandated for use by the Trust (e.g JRCALC+)

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 contemporaneously in line with the EMAS medicines management procedures. Ensure all discrepancies are recorded and reported promptly.

When requested ensure all reports required by the Trust are completed promptly and legibly.

Communication

Communicate effectively with a range of patient and staff groups in a wide variety of emergency and urgent settings. Overcome barriers to effective

communication by adapting communication styles when dealing with all patient groups e.g use of interpreter services for deaf or blind patients or speakers of other languages in a variety of complex care and often emotive care settings.

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 additional needs or learning disabilities and undertake capacity assessments to be able to determine those actions that may be deemed are in the best interests of the patient. Where capacity is in doubt, undertake and document a Mental Capacity Assessment and Best Interests Assessment in accordance with the Mental Capacity Act 2005.

Demonstrate the ability to communicate a range of highly complex, sensitive, emotive and distressing information to patients, relatives, carers and other Health Care Professionals in a clear and concise way so as to allow informed decisions about care and treatment to be made using the highest level of interpersonal and communication skills.

Communicate effectively with other emergency service and Health care professional at the scene of incidents in a variety of different settings. This will include Police, Fire and other ambulance personnel as well as community and GP staff.

Ensure standards of conduct and clinical care are maintained in challenging and highly emotive environments e.g serious injury or sudden bereavement.

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

Communicate effectively with aggressive or aggrieved patients, relatives and bystanders employing Trust approved de-escalation and aggression management techniques where appropriate.

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

Contact EOC to request support from a senior clinician ensuring EOC are updated with any change e.g decision to transport.

Provide formal statements and attend any Court or Tribunal as directed or summoned to give evidence. This could include, Civil, Criminal or Coroner's

Court or the Tribunal of a Regulatory Body (e.g. Health and Care Professions Tribunal Service).

Vehicle and driving responsibilities

Drive any Trust vehicle as directed, ensuring adherence to all national legislation and trust policies and procedures.

The post holder will be required to take part in any driver training/re-training as required by the Trust's Driving Passport or deemed reasonable by the Driving Education Team.

At shift start ensure all essential and legally required vehicle checks are completed and the vehicle Mobile Data Terminal (MDT) is updated as per Trust policy. The post holder will make sure that they are available to respond at their shift start time by logging on via the MDT as per Trust policy.

The postholder will be required to respond in a solo capacity based on the operational demands of the Trust. This will be in either a DCA or an FRV vehicle.

Maintain appropriate levels of vehicle cleanliness, fuel and stock replenishment on a shift by shift basis as required by Trust policy.

Where appropriate, inform the Make Ready Teams of any deficiencies of equipment via normal reporting means. The post holder will be responsible for the vehicle once they have taken it over from the make ready teams.

The post holder will be required to report any accidents involving Trust vehicles they are driving to the Trust's insurers through the agreed reporting process.

Training

The post holder is required to comply with all statutory and mandatory education requirements that the Trust deem relevant to the role. The post holder should regularly monitor the Trust's online education platform (Totara), as well as act on any reminder e mails in a timely manner, to ensure Educational compliance with all learning topics and that they are completed in the required time frames.

The post holder will undertake a Practice Educator course as directed by the Trust to enable appropriate supervision of new staff in training.

Attend clinical supervision and appraisal sessions with Clinical Support

Managers (CSMs) and appropriate others as and when required.

To comply with the Trusts Capability Policy if it is identified that performance drops below that which is expected.

Maintain individual skills in line with the Trust's Ambulance Technician scope of practice and any other appropriate guidance. Maintain a commitment to personal and professional development through regularly undertaking a variety of continued professional development opportunities offered by the Trust.

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 manager.

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.

The post holder has a responsibility, under the Health and Safety at Work etc 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 other employees. All staff have a duty to protect their own health and safety and that of others 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 confidential, sensitive and distressing information relating to both

patients, colleagues and the organisation itself. This information must be treated with the strictest confidence unless there is a statutory reason for its disclosure

If information has to be disclosed eg as part of a criminal investigation, it can only be released when a request is made to the relevant persons within the Trust. It is not the responsibility of the post holder to release any information and if asked this has to be reported to their line manager.

All records that are completed on the electronic patient record must be finalised once transferred to the hospital system as part of ongoing patient care. If required and appropriate the finished form can be returned to the post holder for amendment by either the safeguarding team or a manager however any deleted information is logged as part of the patient record. Any photographs that the post holder takes on the electronic record must be appropriate to the incident and, where possible, must be taken with the permission of the patient.

Patient identifiable information can be disclosed to other healthcare professionals through the use of standardised handover tools (e.g. Situation, Background, Assessment, Recommendations (SBAR)) to ensure safe and effective onward patient care. Any information disclosed must comply with the Caldicott Principles and the Data Protection Act 2018.

The post holder may become aware of confidential information (not of a safeguarding nature) which requires relaying to another healthcare professional or law enforcement agency. This relay of information must comply with the Caldicott Principles. The post holder must contact a duty manager in the first instance or consequently the Trust's 'Freedom to Speak Up Guardian'.

The post holder must comply with the EMAS social media policy and must ensure that no patient or colleague identifiable information is released via social media platforms that could bring either the organisation or its employees into disrepute.

Job Description Agreement:

Job Holder's Signature:

Date:

Line Manager's Signature:

Date:

Job Title:

Person Specification

	Essential	Desirable
Qualifications Professional Development		
Experience		
Knowledge and Skills		
Personal Attributes		