

Job Description/Person Specification - Emergency Care Assistant

Job Title	Emergency Care Assistant
Responsible Directorate	Operations Directorate
Line Manager	Director of Operations
Contract	Sub-Contracted on a Self-Employed Basis
Remuneration	£15 per hour
Version Effective Date	January 2024

Job Summary:

- Work within the Rutland Medical Solutions Ltd. clinical team providing patient care and assistance to clinicians on a variety of events across the country.
- Carry out assessment, care, basic treatment and transportation of patients working in a variety of roles including Medical Treatment Centres, Dual Crewed Ambulances and Rescue Boats.
- Carry out standard ECA duties, working within the scope of practice and adhering to protocols, policies, SOPs and clinical guidelines, seeking appropriate clinical advice and/or support as required.
- Engage with CPD opportunities and behave as an ambassador for Rutland Medical Solutions Ltd, displaying the organisation's values and professionalism in all engagements

Responsibilities:

Clinical Responsibilities

- To ensure a continuous duty of care to patients, within the level of training and competency of this role, ensuring an appropriate level of monitoring and treatment is maintained and continued until the patient is either discharged or transferred to the care of another healthcare professional.
- To ensure that a clear handover report is provided when the patient is handed into the care of another health professional, this should record all pertinent patient information, in accordance with Rutland Medical Solutions Ltd. procedure and that the transfer of patients into the care of others is conducted according to procedure.
- Maintain a competent working knowledge of all medical and life support equipment carried on vehicles appropriate to the required skill level and scope of practice.
- Maintain competence in assisting a qualified practitioner in the use of appropriate equipment in line with the scope of practice and associated training
- Ensure that all procedures used within the scope of practice are consistent with and promote good infection control
- Ensure that required equipment is stored, transported and cared for so that they are always in good working order
- Comply with basic scene safety checks and the associated basic risk assessments, working with other healthcare or emergency services staff
- Support qualified practitioners as directed, in the provision of high-quality care
- Observe patient vital signs using skills and equipment relevant to scope of practice as directed and reporting any changes to the qualified clinician
- Provide and take relevant information from carers or others at any scene, reporting to qualified practitioner, health care professionals, hospital or other relevant agencies as required

- Take responsibility for patients' money, valuables and property whilst they are in the care of the Trust.
- Ability to assist in the organisation and management of the scene of a complex incident during initial stages until a Manager/Commander arrives. This could involve organising or managing patients, bystanders or other responding services.
- Modify and adapt working practices to meet the clinical needs of the patient in an emergency and urgent care setting.
- Utilise appropriate and relevant information to assist patients, patient advocates or carers to make informed health choices in line with national guidance and the health promotion and prevention agenda.
- Ensure compliance with medicines management. Ensures drugs are stored securely and where appropriate stocked according to both national legal frameworks and local policy.
- Make appropriate use of equipment which you are trained on, which may include various types of vehicles, diagnostic and therapeutic equipment.

Documentation and Record Keeping

- Ensure the prompt, legible and accurate completion of all patient and incident records, providing a full and accurate record of decision making in accordance with the Caldicott principles, current legislation and regulatory framework.
- Participate in clinical audit and effectiveness processes as required including evaluation of clinical procedures, processes and instructions 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 and policies within own working area
- Ensure the sharing of information is always done in compliance with information governance procedures.
- In line with company policy and procedures, record information and maintain records of e.g. passengers, journeys, vehicle refuelling and duty hours.
- Complete and submit all necessary reports and notifications as required

Communication

- Communicate effectively demonstrating compassion, particularly when dealing with people who may have difficulty understanding, for example, but not limited to children, people with learning difficulties and people from different ethnic groups. Adapt communication style accordingly in order to overcome barriers.
- Ensure that informed consent is obtained before undertaking assessment treatment or intervention.
- Participate/attend court, or other legal proceedings, as appropriate.
- Ensure environmental barriers are overcome as far as is reasonably practicable when working at the scene of an incident, maintaining conduct, communication and clinical care in challenging or emotive environments including public places and environments requiring police or other agency support.
- Demonstrate the ability to communicate complicated information when dealing with complex patients and their subsequent care ensuring that this is appropriately passed to relevant parties.
- Effectively communicate sensitive information when dealing with clinical incidents. An example of this is when handing over patients to another healthcare professional and/or when making a safeguarding referral.
- Work with other emergency services commensurate with the principles of the Joint Emergency Services Interoperability Programme (JESIP).
- Maintain timely communications with Event Management and Control, using appropriate information and communication equipment and procedures. Ensure that the Control is aware of operational status and availability at all times and provide initial assessment of specific incidents

Vehicle and Driving Responsibilities

- Drive relevant vehicle types operated by the service that you are trained in accordance with the emergency vehicle driver training standards and the Highway Code and relevant legislation.
- Carry out vehicle and equipment inspections in line with the company's policies.
- In line with the company's policy, maintain appropriate standards of cleanliness of vehicles, equipment and station, completing documentation as required
- Adhere to the Driving at Work Policy

Personal Development Responsibilities

- To be responsible for ensuring NHS Employer's statutory and mandatory training remains up to date and undertake CPD to maintain scope of practice.
- Identify developmental opportunities within the work context and take part in activities which lead to personal and professional development including undertaking reflective practice.
- Attend supervision and appraisal sessions with line manager and appropriate others, as required.
- Maintain individual scope of practice.

General Responsibilities:

- Dynamically assess scene and identify environmental and clinical risks to patients, self and colleagues taking appropriate action to minimise them where possible and ensure safety.
- Identify safeguarding concerns and ensure these are reported and documented in an appropriate manner.
- Have due regard and where practicable maintain the security of operational bases, ambulances and equipment.
- Ensure the safe transfer of patients, to and from vehicles, in line with the company's policy/procedures.
- Take responsibility for own health and wellbeing, promoting the ongoing care of physical and mental wellbeing in order to meet the requirements of the role.
- Carry out shifts as agreed and detailed by Rutland Medical Solutions Ltd.
- To abide by the company's values, all staff must maintain the highest standards of care and service treating everyone with dignity and respect whilst promoting a non-discriminatory, inclusive culture.
- Identify and take action when other people's behaviours undermine equality, diversity and inclusion.

Person Specification

Criteria	Essential	Desirable	Assessed
Qualifications and Training			
Hold Ambulance Aid Qualification or FREC Level 4	✓		
Hold a full UK driving license including categories B and C1, with a maximum of 3 penalty points	✓		
Hold IHCD Ambulance Driving qualification or equivalent	✓		
Hold RYA Level 2 Powerboat and Safety Boat Qualification		✓	
Skills, Knowledge and Experience			

Current employment with an NHS Trust	✓		
Evidence of Continuous Professional Development	✓		
Demonstrate good knowledge of the professional clinical guidelines and codes of conduct appropriate to this role	✓		
Ability to communicate effectively verbally and in writing in complex, contentious and sensitive situations.	✓		
Good Interpersonal Skills	✓		
Ability to develop and adapt to change	✓		
Ability to work as part of a multidisciplinary team	✓		
Planning and decision-making skills	✓		
Ability to work under pressure with minimum supervision	✓		
Able to maintain confidentiality of information	✓		
Able to complete clinical records to a high standard	✓		
Personal Characteristics			
Ability to develop effective professional working relationships with colleagues and the public.	✓		
Able to use initiative/self-motivated.	✓		
Maintains a flexible and proactive approach to work.	✓		
Act with honesty and integrity.	✓		
Quality/patient focused.	✓		
Caring attitude and sensitivity to others.	✓		
Confident with the ability to take a lead role.	✓		
Ability to interact with people from varying cultural backgrounds and social environments.	✓		
Able to promote equality and value diversity.	✓		
Able to ensure care of own health and wellbeing to promote improvements to physical and emotional wellbeing.	✓		
Committed to the values-based principles of high-quality patient care to include; compassion; care; competence; communication; courage and commitment in all aspects of service delivery	✓		
Enhanced DBS Clearance in the last 5 Years	✓		