

# EAST MIDLANDS AMBULANCE SERVICE NHS TRUST

## Role Description (Ambulance Paramedic – Permanent)

<b>Job Title</b>	<b>Ambulance Paramedic</b>
<b>Accountability</b>	<b>Clinical Operations Manager</b>
<b>Review Date</b>	<b>This job description is subject to periodic revision following discussion with the post holder</b>

### **Job Purpose:**

To provide safe and effective care to patients, relatives and significant others.

To provide clinical leadership to other grades of staff, to ensure the care you provide is of a high clinical standard and to ensure that you encourage others to set high clinical standards when treating patients.

To carry out daily vehicle checks in accordance with the Trusts Standard Operating Procedure, ensuring the vehicle is fully stocked with appropriate consumables, all equipment is in working order, and is safe and ready to use. Checking that all drugs (including controlled drugs) are stocked and stored as per trust policies and guidelines.

To ensure any trust vehicle that is to be used is roadworthy and available to respond to any category of call from the commencement of the shift.

To respond to emergency and urgent patients using advance driving skills and utilising visual (blue lights) and audible (sirens) warnings. To transport patients, relatives and carers to other care providers whilst driving at both normal road speed and/or emergency conditions.

To work as part of a crew or as a solo responder (meeting essential local training and experience criteria.), initiating high quality assessment, treatment (including drug therapies) and patient care ensuring patients, relatives and carers are consulted at all possible opportunities and feel that they are at the centre of all decisions made.

To act in accordance with EMAS clinical policies, procedures, protocols and patient group directives. To adhere to and promote EMAS values whilst dealing with patients, carers, relatives, ambulance service colleagues and colleagues from other emergency services.

### **COMMUNICATION**

To ensure you effectively communicate with patients, relatives, carers and stakeholders.

To receive and react to sensitive and distressing information e.g. as per the diagnosis of death procedure and to share that information with patients, relatives, carers, colleagues and

other health care professionals in a calm and reassuring manner.

To ensure that patients, relatives, carers and colleagues are treated with dignity, empathy and respect in accordance with EMAS values at all times.

To communicate information relating to patient condition, assessment and treatment to relevant persons in situations where there may be communication barriers or an emotive environment.

Where appropriate, and following a full assessment of the circumstances, report all safeguarding issues regarding children and vulnerable adults as per the EMAS safeguarding policy e.g. where any form of physical, mental, financial or sexual abuse is suspected.

To confidently make clinical decisions around patient disposition, including the safe referral of patients on to other agencies using locally agreed alternative pathways, or Emergency Department alternatives for follow up care and input. This will also include safeguarding concerns raised via the safeguarding line as per the trusts safeguarding policy.

To ensure advice regarding future health care needs is communicated to patients, relatives and carers promptly to safely promote patient well-being.

Act with due respect to the right of the patient, have the ability to negotiate and persuade reluctant patients with a clinical need to consent to treatment and/or transport

To be able to access further advice and support when it is required from colleagues, managers or the clinical assessment team to provide a safe and positive patient outcome

To keep in contact with the EOC and to respond as directed to emergency and urgent calls. To understand that calls may be altered due to daily demand and the number of higher priority calls that are received.

To maintain a professional, calm and caring manner whilst dealing with highly emotional and distressing situations including fatal RTC's, adult and paediatric arrests and sudden deaths. This includes frequently dealing with distressed families and friends of patients, treating them with dignity and respect at all times.

To communicate effectively with EOC and other emergency services at the scene of highly emotional and distressing incidents to ensure information is appropriately passed over in a timely manner.

To frequently deal with patients and members of the public who exhibit challenging behaviour. To maintain a calm and professional manner and to communicate effectively, using persuasive skills to improve the overall patient outcome

To be a positive, effective and efficient member of any team in which the post holder is required to work.

## **RESPONSIBILITIES**

To adopt a proactive approach to the compliance with all policies, procedures and clinical guidelines as dictated by the trust ensuring you keep within the scope of practice of a HCPC

paramedic.

Maintain professional registration and fully comply with the HCPC standards of proficiency and the standards of conduct, performance and ethics at all times.

Attend mandatory education courses that are essential for maintaining professional registration and/or organisational development.

The trust is committed to supporting the development of all staff. All employees have a responsibility to participate in regular personal development reviews (PDR) with their line manager. As part of the PDR process the employee along with their line manager should identify any learning and development needs in order to meet the agreed performance standards.

To maintain skill levels as required by the trust through continuous professional development and IPR.

To ensure a continuous duty of care to patients as required by local policies and the relevant HCPC standards and act within the defined scope of practice applicable to the role. Ensuring the patient is continually and safely monitored until the patient is transferred to the care of another health care provider or discharged into the care of the safety netting provider.

Be aware of other agencies/health care providers that can initiate care packages that are outside of the post holders scope of practice

Carries out daily vehicle and equipment checks ensuring any defects are promptly reported in line with locally agreed policies. Ensures equipment stock levels are within trust guidelines and that equipment is safe and ready to use. Ensure all drugs that the post holder is responsible for are in date and sealed and that all paperwork is filled out correctly. Any discrepancies should be reported to a line manager as soon as is possible dependant on operational demand.

It is the post holder's responsibility to ensure they are familiar with any reporting procedures in place within the trust and to follow those procedures laid down.

To maintain personal competency in using all trust equipment and to report any concerns regarding new equipment to line managers.

To take responsibility for the security of patients possessions whilst in your care and to correctly hand that equipment over to the following care provider. This includes controlled drugs and prescription only medicines.

Accurately complete all EMAS documentation, including confidential and/or sensitive details as required by the service. And on occasions may be expected to give evidence to HM Coroner or Crown Court. This includes use of ePRF, Paper PRF's, Diagnosis of Death Forms, medicines management paperwork as per local policies and procedures.

Ensure all patient identifiable information records are kept confidential and stored safely including within the vehicle until such time as records can be safely filed on station as per local policy.

The post holder must be aware that any information held by the trust in theory could be

requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained within the trusts policies

To work a range of shift patterns and rotas covering a 24/7 period over 365 days a year, including bank holidays, as dictated by the demands of the trust.

To ensure that health and safety advice is followed as per local guidelines so that all attendees at an incident are safe.

To undertake Dynamic risk assessment of each and every environment incident attended to identify hazards to all persons in attendance and to formulate plans to mitigate those hazards.

## **CLINICAL DUTIES**

To use a holistic assessment process, comprising several components e.g. use of 12 lead ECG, to identify straightforward or complex information and then use clinical judgement to determine correct and safe emergency treatment options. Where required use alternative care pathways e.g. admission to stroke units, PPCI utilisation and admission to level 2 and level 1 trauma centres.

Use locally agreed Emergency Department alternative pathways to safely refer patients on scene (see and treat) and to ensure appropriate safety netting is in place. Utilise non conveyance methods through the use of available alternative pathways.

To be proficient in advanced clinical skills e.g. drug therapy, IV cannulation, ET and I-Gel intubation, fluid replacement, needle cricothyrotomy and needle thoracocentesis whilst adhering to local policies and procedures.

To perform advanced skills whilst travelling in a moving vehicle to a high standard ensuring the safety of the patient, yourself and significant others at all times.

To determine all patient care needs following a full assessment using local and national guidelines. To produce and implement emergency and non-emergency care autonomously ensuring that these are specific to patient needs.

May occasionally volunteer to participate in clinical trials and equipment testing as and when required.

When indicated, use your own significant clinical judgement to administer a wide range of treatments following a full clinical assessment. To independently decide on further treatment, transport or referral options.

To respond to a varied portfolio of patients suffering from a variety of medical and traumatic conditions.

To ensure continuous monitoring of all patients and be able to react appropriately to any unpredictable changes in the patient's condition within the scope of practice of the post. To safely and confidently communicate these changes with significant others

Frequently deal with unpredictable, aggressive and distressed patients and members of the public who could pose a risk to themselves and others.

To be accountable for your clinical practice, employing all training and experience, whilst treating a patient as either a solo responder or as part of a crew.

To have an understanding of complex medical and social needs in a specialised pre-hospital environment and to be accountable for safe clinical care within that environment.

To act as an autonomous practitioner as per section 4 of the HCPC standards of proficiency and to assess and determine patient treatment options as per JRCALC (2016) national guidelines, and by utilising underpinning theoretical knowledge

## **OPERATIONAL DUTIES**

To respond to all level of calls as instructed by EOC utilising either emergency or non-emergency driving skills. To adhere to all local and national policies and procedures related to driving emergency vehicles including claiming exemptions whilst driving under emergency conditions.

To act as scene 'bronze' commander when first on scene at multi agency or multi patient incidents until relieved by a member of staff of higher ranking grade.

To manage the workload of yourself and others when it is required e.g. at the scene of a multi-patient incident.

To operate in both internal and external environments that could pose a risk to staff, patients, relatives, carers and other agency personnel. This includes inclement weather (extremes of heat and cold), unpredictable terrain and various degrees of light and dark.

## **MANUAL HANDLING**

Moving and handling patients (including bariatric patients) using a range of ambulance equipment on a daily basis. This will include the use of carry chairs, stretchers and extrication equipment (Scoop, spinal board).

Moving patients every shift from a range of environments including extrication from vehicles, moving down the stairs ensuring colleagues and patients safety at all times and employing all **trust** training techniques.

Ensure compliance with all relevant policies and procedures regarding manual handling techniques.

The post holder must keep up to date with any changes in legislation that affects manual handling within the workplace.

## **TEACHING/TRAINING/MENTORING**

To take clinical responsibility for the supervision and mentoring of new or lesser qualified staff as per local guidelines and section 4 of the HCPC standards of conduct, performance and ethics. To ensure the continued supervision of new or lesser qualified members of staff

undertaking tasks that you have delegated to them.

To communicate effectively with all education providers to ensure that trainees/students are effectively managed. To provide tasks that benefit the trainee/student/trust and to ensure that students who require further assessments are signposted to the most appropriate resource.

As a senior clinician to lead by example and to foster and promote the trusts values in all grades of staff.

To promote adherence to all trust policies and procedures i.e. effective IPC compliance and ensuring timely availability of resources.

To plan learning activities for trainees and students to help develop skills to achieve a goal of becoming a qualified health care professional

Delegate work to other staff members to instigate treatments whilst also supervising those activities

Following relevant training or experience the post holder will be able to verify and sign off duties carried out by students/trainees. This must be undertaken in the allocated portfolio books as provided by the trusts training and education departments.

Responsibility for signing portfolios is on the understanding that the student/trainee has completed that skill and the post holder takes full responsibility for signing the portfolio within their own scope of practice and as dictated by trusts policies and the HCPC codes of conduct, standards and ethics.

When mentoring students/trainees the post holder must raise any issues with their conduct or competence at the earliest opportunity with either the relevant manager or the education centres.

The post holder may be required to supervise non-trust employee observers on an occasional basis. It is imperative that you are aware of the trusts policies pertaining to any observers that are scheduled to spend time on a trust vehicle.

### **Additional Duties**

Will keep up to date with all trust policies and procedures

May form part of 10% of staff that are trained in CBRN skills

Will liaise with managers and RMC to determine rota commitments

Maintain a professional image at all times

Handle and administer non-prescription, prescription and controlled drugs that are relevant to the role and within the scope of practice.

To review and make changes to own practice and offer suggestions for improving services

Ensure compliance with equality and diversity legislation.

To observe the trusts no smoking policy

Be aware of the Caldicott principles that relate to patient information

To use the trusts facilities and premises in a careful, safe and appropriate manner, ensuring that safety and security is maintained at all times

To report any untoward incident in a timely manner and in accordance with trust policy

To contribute positively to the effectiveness and efficiency of the team in which he/she belongs

Post holders to have enhanced DBS checks and when required to by the trust updates them.

Safe preparation and appropriate selection of helicopter landing sites for casualty evacuation.

Logical thinker with common sense approach to problem solving, also able to work well under pressure.

To take all reasonable steps to maintain and foster the public's trust in the paramedic profession by maintaining the highest possible standards of conduct.

Assist in the promotion of a fair and just environment by being open, honest, supportive and respectful of others.

Responsible for use of PPE

The job description reflects the principle duties of the post holder on the date of issue. It may be subject to amendment in the light of changing needs of the service and will be reviewed periodically

## **Communications and Working Relationships:**

### **Internal**

- Director of Operations
- Divisional General Managers
- Operational Management team
  - Locality Managers
  - Team Leaders
- Divisional Quality Team
  - Paramedic Consultants
  - Locality Quality Managers
  - Clinical Team Mentors
- Staff
- Support Functions (e.g. Finance, Human Resources, IT)
- Resource Management Teams
- Emergency Operations Centre

### **External**

- Acute Trusts
- Local Providers both Public and Private bodies
- Local Authority including social services
- Local Resilience Forums
- Other Emergency Services
- Patients

## **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>	<p>HCPC Paramedic qualification (IHCD, DipHE, FDSoc, BSc)</p> <p>Professional Clinical Knowledge acquired through training or experience to degree/diploma level or equivalent</p> <p>Full clean driving licence including Category A - old style licence - or Categories C1 - new style licence Applicants with a minor speeding offence may be considered</p> <p>Ambulance Emergency Driving Certificate</p>	<p>Post graduate qualification in a related health topic</p>
<b>Experience</b>	Achieved a good general education	Experience of inter-relating with a wide range of people
<b>Knowledge and Skills</b>	<p>Ability to make decisions</p> <p>Commitment to giving quality care</p> <p>Demonstrates an alert and perceptive mind</p> <p>Demonstrates an ability to communicate verbally and in writing</p> <p>Demonstrates an ability to work on own initiative or as part of a team</p> <p>Demonstrates an ability to pay attention to detail</p> <p>Demonstrates the ability to adopt a conscientious and reliable approach</p>	

	<p>Displays an ability to maintain confidentiality</p> <p>Displays an even temperament and resilience to pressure</p>	
<b>Personal Attributes</b>	<p>Maintain acceptable level of attendance over previous 12 months</p> <p>Smart and clean appearance</p> <p>Displays an ability and willingness to be flexible with hours and duties to meet the needs of the department</p>	<p>Motivated to work for East Midlands Ambulance Service NHS Trust</p>