



Role Description

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| Role title | Community First Responder |
| Reports to | Community Responder Officer |
| Pay band | Voluntary |
| Directorate | Operations |
| Hours per week | 12 hours minimum |

Role summary (overview of role/remit)

A Community First Responder scheme is made up of groups of volunteers who within the community in which they live or work, have been trained to attend emergency calls on behalf of South Western Ambulance Service NHS Foundation Trust and to provide basic life support until the arrival of an emergency ambulance, 24 hours a day 7 days a week.

As a volunteer and member of this Community First Responder Scheme you would provide this community based service, willingly and without pay. This role is highly rewarding and offers opportunities to meet new people and learn valuable life-saving skills through the training provided by South Western Ambulance Service NHS Foundation Trust

Main duties and responsibilities (bullet points providing detail of responsibilities)

1. RESPONSIBILITIES

- 1.1 Respond to cases of accident and sudden illness as deployed by South Western Ambulance Service NHS Foundation Trust.
- 1.2 Select and apply in each instance the appropriate care procedures in accordance with the training received and relevant policies and procedures.
- 1.3 To communicate and report patients' history, condition and treatment to the



responding Ambulance crew or Trust Clinical Supervisor.

1.4 To treat everyone with whom you come into contact, with dignity and respect.

1.5 Promote Equality & Diversity and a non-discriminatory culture.

1.6 Identify and take action when other people's behaviour undermines Equality and Diversity.

2. AVAILABILITY

2.1 Maintain, at minimum, monthly communication with the relevant Team Leader, Responder Liaison Officer and County Community Responder Officer to enable them to maintain an effective responsive scheme and plan availability for the month ahead.

2.2 Be available to respond within your community for a minimum of 12 hours per week.

3. ADMINISTRATION

3.1 Ensure all service documentation, where appropriate, is completed accurately, this may include a handover document and/or Patient Clinical Record.

3.2 Complete an individual Personnel file update when requested to ensure contact details are accurate.

3.3 Inform the Community Responder Administrator as soon as possible of any changes to personal details where relevant.

4. TRAINING AND DEVELOPMENT

4.1 Attend a mandatory initial training course provided by South Western Ambulance Service NHS Foundation Trust and subsequent refresher training as required by the Trust to fulfil the requirements of the post.

4.2 Attend an annual mandatory requalification assessment to remain a proficient Community First Responder.

4.3 Operate trust equipment in accordance with Trust procedures and manufacturer's instructions.

5. SECURITY



5.1 Accept responsibility for the security of Responder equipment belonging to South Western Ambulance Service NHS Foundation Trust.

6. CLEANING

6.1 Maintain appropriate standards of cleanliness of equipment.

6.2 Minimise the risk of infection control through effective hygiene management and correct use of personal protective equipment.

Standard Role Requirements

Health and Safety

To take reasonable care for own health and safety and that of others who may be affected by the postholder's actions at work.

No smoking policy

The buildings, grounds and car parks owned or managed by the Trust are smoke-free zones and smoking is not permitted whilst on NHS/Trust premises; attending external meetings on behalf of the Trust; wearing NHS/Trust-identifiable clothing or other markings, or whilst in NHS/Trust vehicles.

Risk

To develop and implement robust systems for risk management across the areas of responsibility of the post. To be responsible and accountable for risk in these areas.

To be personally responsible for not undertaking any task or action which would knowingly cause risk to self, others, or to the Trust.

As far as is reasonably practicable, to prevent other people from undertaking tasks or actions which would knowingly cause risks to themselves, others, or to the Trust.

To identify and report actual or potential hazards/risks in the operating environment in accordance with Trust policies.

To participate in briefing/training sessions and carry out any agreed control measures and duties as instructed.

Take immediate action to minimise risks where it is reasonably practicable to do so.

Records management, confidentiality and security of information

To adhere to Trust policies and procedures as directed in training and guidelines and as



advised by relevant colleagues (including designated Local Records Manager) in relation to creating records and handling information. Undertake action as required to implement and comply with these policies and procedures. To report any non-compliance.

To maintain confidentiality in relation to personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act 1998, and records management guidance.

To maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Infection control

Responsible for ensuring the effective implementation and monitoring of infection prevention and control in all areas within his/her area of responsibility to ensure continued compliance of the Trust with the Health Act 2006, Health and Social Care Act 2008 and any future Acts of Parliament regarding infection prevention and control. Adhere to the Infection Prevention and Control policy at all times, providing clear leadership and promotion of responsible attitudes towards infection prevention and control

Responsible for infection prevention and control within his/her area of responsibility, ensuring the effective implementation and monitoring of infection prevention and control under his/her control. Ensure infection prevention and control audits are undertaken in their area of responsibility, as requested by the Director with responsibility for infection prevention and control.

To ensure that relevant staff, contractors and other persons, whose normal duties are directly or indirectly concerned with patient care, receive suitable and sufficient training, information and supervision on the measures required to prevent and control risks of infection, so far as reasonably practicable.

Alcohol handrub must be carried at all times whilst in uniform; good hand hygiene must be maintained.

Responsible for including infection prevention and control within the managerial job descriptions and appraisals of all managers under his/her control.

Patient and public involvement

To be aware of responsibilities under sections 7 and 11 of the Health and Social Care Act 2001 to involve patients and the public in the ongoing planning, development and delivery of health services, and to involve patients in their own care, as far as is reasonably practicable.



This is an outline of the postholder's duties and responsibilities. It is not intended to be an exhaustive list and may change from time to time to meet the changing needs of the Directorate and Service.

Person Specification

| | Essential | Desirable |
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| Education and qualifications | <p>Full driving licence held for at least one year, with no more than 6 current penalty points.</p> <p>Have a vehicle with current tax, MOT and insurance for your use.</p> | <p>Current advanced driving qualification.</p> <p>Up to date First Aid Qualification.</p> |
| Previous experience (Paid/ Unpaid relevant to role) | <p>Experience in dealing with a range of age and social groups.</p> | <p>Healthcare experience within NHS, nursing or a voluntary organisation.</p> |
| Skills, knowledge, ability | <p>Ability to communicate effectively, verbally and in writing.</p> <p>Ability to work under pressure with minimum supervision.</p> <p>Good time management.</p> <p>Ability to respond quickly.</p> <p>Good interpersonal skills.</p> <p>Good observational skills.</p> <p>Numerate and literate.</p> | <p>High degree of manual dexterity.</p> |



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| Aptitude and personal characteristics | <p>Commitment to volunteering for a minimum of 12 hours a week.</p> <p>Quality/patient focused.</p> <p>Flexible approach to volunteering hours and role demands.</p> <p>Good character.</p> <p>Caring and sensitive attitude.</p> <p>Able to use initiative and be self-motivated.</p> <p>Planning/decision making skills.</p> <p>Problem solving ability.</p> <p>Able to maintain confidentiality of information.</p> <p>Ability to interact with people from a diverse cultural and social background.</p> <p>Ability to develop effective working relationships with colleagues and the public.</p> <p>Able to promote equality and value diversity.</p> <p>Reliable and good attitude to attendance and punctuality.</p> <p>Demonstrate a commitment and recognition to the core values and beliefs of an employee of the NHS.</p> <p>Able to deliver on the NHS constitutional patient pledges and rights.</p> | |
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| | <p>Committed to high quality patient care and patient experience.</p> <p>Respectful to and able to promote equality in opportunity, employment and service delivery.</p> <p>Committed to continuous professional development and personal growth.</p> <p>Able to ensure care of own health and wellbeing to promote improvements to physical and emotional wellbeing.</p> <p>Able to work within the Trust's attendance targets.</p> <p>Ability to perform the requirements of the post to an acceptable standard.</p> <p>Demonstrates a positive and flexible approach in line with the changing nature of the trust service delivery model.</p> <p>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.</p> | |
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