



JOB DESCRIPTION	
Position/Title:	PTS Ambulance Care Assistant
Band	Band 3
Directorate/Department	Business Development
Location:	Locality Based
Accountable To:	Service Delivery Manager
Responsible For:	No staff responsibility
General Summary	<p>Responsible for the care and safe transportation of non-emergency PTS patients. Ensuring timely transportation to and from appointments at hospitals, treatment centres, day units or other places of care.</p> <p>At all times the post holder must ensuring patient safety and reduction in harm to patients, self, colleagues and others by assessing risks and adopting safe working practices.</p>
Structure	<p style="text-align: center;">Locality Manager Service Delivery Manager PTS Team Leader/Team Trainer - Operations PTS Ambulance Care Assistant</p>
Core Responsibilities	<ul style="list-style-type: none"> • Maintain a high standard of vehicle and equipment serviceability, cleanliness and permanent readiness in the event of major incident; carry out daily vehicle checks and report defects promptly in accordance with service instructions; • To undertake a full range of PTS duties including stretcher work and wheelchair clamping; • Provide a patient focused service and an appropriate level of customer support that engenders customer satisfaction and confidence in the Trust; • Convey allocated patients and escorts to and from home address, to and from hospital or other treatment centres and between hospitals, other treatment centres or care facilities; • Drive allocated service vehicle, usually an ambulance, as road traffic law dictates, in a manner appropriate to the conditions, and with due consideration for the safety of vehicle occupants and other road users, in non-emergency conditions; • Provide a quality of travel that is both a smooth and comfortable experience for passengers and non-detrimental to the patient's condition; • Maintain radio communication, and in extreme circumstances telephone communication, with the PTS Communications Centre as appropriate; • Maintain a high standard of housekeeping and cleanliness in all work areas; • Maintain security of ambulance station and its environs, including the accurate recording of fuel;

Core Responsibilities (cont)	<ul style="list-style-type: none"> • Stop, report and lend appropriate support and assistance, within competencies, at the scene of any untoward incident that may require first aid and /or ambulance intervention on route; • Undertake long-distance journeys as requested. • Within competencies, assist colleagues when necessary to do so. • Ensure the patient's home is secured if left unattended and maintain the security of, when entrusted with responsibility for, valuables including money and personal belongings whilst the patient is in the post holder's care. • Ensure security of, and apply appropriate care and maintenance (including restocking as appropriate) to, personal protective equipment, personal issue handling equipment and first aid bag. • Be of smart and professional appearance, act in accordance with the Trust's code of conduct and be helpful, polite and courteous in manner at all times. • Participate in the development and modernisation of the Patient Transport Service as part of the NHS modernisation agenda, putting forward ideas or innovations to create a more effective service. • Work with the PTS Service Delivery Manager to ensure the availability of adequate and appropriate operational resources to meet demand. • Complete all patient journey records neatly and on time and hand the records in to an authorised officer or designated collection point in accordance with service instructions • Complete all statistical information as instructed. • Report vehicle accidents, incidents and near misses in a timely and accurate manner, in accordance with the Trust's risk management procedures. • Assess risk and, where appropriate, the patient's condition to determine appropriateness of patient's booked transportation and care needs; decide whether to transport patient as booked or refer to alternative transport. • Ensure own compliance with the Trust's policies, procedures, protocols, standing orders (SO's), standing financial instructions (SFI's) and current legislation. • Attend patients, in a professional and caring manner whilst maintaining the patient's dignity at all times, in accordance with service instructions; • Discharge duty of care to patients and, where necessary, the patient's carer/relative and/or nurse escort in accordance with service instructions • Deal with patients sympathetically at all times, offering appropriate support and reassurance as necessary, whilst respecting their dignity, cultural and religious beliefs. • Demonstrate understanding and compassion towards terminally ill patients and their carers, observing DNAR orders dependant on Locality. • Exchange with hospital, other medical, social services, care home and administrative support staff all condition related and domestic circumstance information necessary to the provision of quality care within a patient focused environment. • Ensure own compliance with patient care and safety protocols and guidelines. • Competence in manual handling and moving of patients, oxygen therapy, first aid including CPR; basic physiological knowledge. • Maintain a flexible attitude to work patterns, which may include working weekends and Bank Holidays.
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Core Responsibilities (cont)	<ul style="list-style-type: none"> • Competence in the use of all relevant manual and mechanical handling equipment/devices, including tail lifts, stretchers, child/baby seats and wheelchair clamping systems. • Develop and maintain an awareness of other PTS roles, duties and responsibilities. • Ability to work alone as required on a range of PTS duties • Develop and maintain a sound geographical knowledge of the geographical area served by the Trust including locations of hospitals and other treatment centres. • Able to drive specified service vehicles with due consideration for the safety of passengers and other road users in non-emergency conditions, in accordance with the standards detailed in the IHCD Ambulance Driving Manual.
Health and Safety/Risk Management	<ul style="list-style-type: none"> • All staff are responsible for working with their colleagues to maintain and improve the quality of services provided to our patients and other service users. This includes complying at all times with the YAS Trust policies, including Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the Trust Incident Reporting system
Equality and Diversity	<ul style="list-style-type: none"> • The jobholder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc. • Promote equality of opportunity and diversity in your area of responsibility. • Ensure compliance with equality and diversity legislation and develop active commitment to the need to ensure equality of opportunity and the benefits of diversity.
Patient and Public Involvement	<ul style="list-style-type: none"> • The Trust has a statutory duty to involve patients and public in evaluating and planning services. All staff have a responsibility to listen to the views of patients and to contribute to service improvements based on patient feedback.
Training and Personal Development – Continuous Professional Development	<ul style="list-style-type: none"> • The job holder must take responsibility in agreement with his/her line manager for his/her own personal development by ensuring that Continuous Professional Development remains a priority; • The job holder will undertake all mandatory training required for the role. • Attend, as required, all training courses relevant to the role, residential and non-residential, in accordance with service instructions. • Support and give guidance to trainees as and when appropriate. • Maintain personal development, produce and maintain personal development portfolio and comply with continuous personal development (CPD) guidelines within the personal development review (PDR) process and the knowledge and skills framework (KSF).
Respect for Patient Confidentiality	<ul style="list-style-type: none"> • Maintain confidentiality of information, acting within the terms of the Data Protection Act and Caldicott guidance on patient confidentiality at all times. • Promote the protection of children and vulnerable adults by adhering to relevant guidance and procedures. • Maintain an awareness of the Freedom of Information Act.
Communication and Working Relationships	<ul style="list-style-type: none"> • Maintain a professional working relationship with patients, carers, members of the public, colleagues and other health and social care professionals. • Demonstrate effective and appropriate skills in communicating information, to colleagues, patients and relatives;

Communication and Working Relationships (cont)	<ul style="list-style-type: none"> Assume responsibility for keeping oneself informed of developments within the Trust.
Additional	<ul style="list-style-type: none"> This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post-holder Because of the nature of the work, this post is exempt from the provision (42) of the rehabilitation of offenders act 1974 (Exemptions) order 1975. The post holder will therefore be required to apply for CRB Disclosure
Confidentiality / Data Protection / Freedom of Information	<ul style="list-style-type: none"> Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff regardless of the media on which information is held. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 and Common Law Duty of Confidentiality also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure. If an individual receives a written request for information it must be promptly sent to FOI@yas.nhs.uk In addition managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties in accordance with the requirements of the Data Protection Act 1998, Common Law Duty of Confidentiality and the principles of Caldicott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation and how that might impact in carrying out their role.
Equal Opportunities	<ul style="list-style-type: none"> The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities in employment and seeks to eliminate unlawful racial, sexual or disability discrimination, to promote equality of opportunity and good relations between staff and clients of differing groups. Individuals (including volunteers, contractors and temporary workers) must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws. Similarly all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.
Health and Safety	<ul style="list-style-type: none"> All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's 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. In addition managers have specific responsibilities relating to health and safety activities including consenting to breaches; conniving to breach legislation or neglecting their duties under the legislation.

Infection Prevention and Control	<ul style="list-style-type: none"> All individuals have a personal obligation to adhere to current guidance on methods to reduce healthcare-associated infections (HCAIs). Post holders must be familiar with the Trust's Infection Prevention and Control Policies, including those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps. They must undertake mandatory training in Infection Prevention and Control and be compliant with all measures required by the Trust to reduce HCAIs.
Risk Management	<ul style="list-style-type: none"> All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory. All staff are responsible for undertaking scene specific or activity specific risk assessments for non YAS premises and reporting identified problems to their line manager for consideration and resolution.
Safeguarding Children and Vulnerable Adults	<ul style="list-style-type: none"> Post holders have a responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.
Personal Development	<ul style="list-style-type: none"> The Trust is committed to supporting the development of all staff. All employees have a responsibility to participate in regular appraisal with their manager and to identify performance standards for the post. As part of the appraisal process employees have joint responsibility with their line manager to identify any learning and development needs in order to meet the agreed performance standards.
Code of Conduct	<ul style="list-style-type: none"> All individuals all expected to act in accordance with the Trust's code of conduct and if applicable, the code of conduct for their appropriate professional body. In addition managers should act in accordance with the principles of the NHS Code of Conduct for Managers in undertaking all aspects of their role.
Smoke Free Policy	<ul style="list-style-type: none"> The Trust operates a Non Smoking Policy which limits smoking in the workplace. Employees are required to observe the rules laid down in the policy and failure to do so may result in disciplinary being taken.
Policies and Procedures	<ul style="list-style-type: none"> Individuals are also required to comply with the policies, procedures and protocols in place within the Trust. These are available from the Human Resources department or from the staff library on the Trust intranet.

For Administrative purposes only	
Prepared/ reviewed by:	Julie M Howard
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ID No	YAS167a

COMPETENCY PROFILE	
PTS AMBULANCE PERSON	
Experience and work achievements	
Must be able to successfully complete the training course for role of PTS Ambulance Person which involves a formal assessment following clinical and driver training.	Essential
Effective communication and interpersonal skills gained from experience of dealing with customers or members of the public	Essential
Stable education/employment record	Essential
Background in a health profession or a customer orientated field	Desirable
Skills and abilities	
Satisfactory health record, including the health requirements as laid down in fitness to drive for a Class 2 driver.	Essential
Ability to carry out manual handling including the lifting of patients and equipment.	Essential
Proven ability to handle sensitive situations professionally, assertively and tactfully	Essential
Knowledge of Ambulance Operational procedures	Desirable
Knowledge of Health & Safety Issues	Desirable
Basic IT skills e.g. word, e-mail	Desirable
Personal attributes	
Able to work as part of a team	Essential
Ability to manage in demanding situations and make sound decisions	Essential
Self disciplined and able to work on own initiative	Essential
Full driving license with no more than 3 penalty points for new entrants to YAS or a maximum of 6 for existing YAS employees. Applicants must complete the driver declaration when submitting their application.	Essential
Full driving licence	Essential
Satisfactory clearance of a standard Disclosure and Barring Service check.	Essential
To maintain a current driving license against the agreed Trust policy.	Essential
Eyesight – Must meet the standard required for Group 2 licence holders	Essential
Must be able to pass medical assessment as determined by the Trusts Occupational Health Department.	Essential
High standard of personal hygiene; clean, tidy and professional appearance	Essential
Knowledge and educational achievements	
Level 2 entry requirement e.g. 3 GCSEs grade A*-C or NVQ level 2 qualification or equivalent experience.	Essential
For the purpose of this job description equivalent experience would be defined as having worked for a minimum of 2 years in a Band 2 PTS Driver post.	
Ability to undertake continuous professional development	Essential
Knowledge and understanding of equality and diversity issues	Essential
Evidence of continuous professional development and of acquiring new skills/knowledge in the past 2 years	Desirable