



JOB DESCRIPTION

Emergency Care Support Worker (ECSW)

Accountable To:	Chief Operating Officer
Responsible To:	Operational Team Leader / Operations Manager
Base:	Trust wide
Pay band	Agenda for Change - Band 3
Level of Accountability	The post holder will be supervised and work to agreed procedures, with regular review and monitoring meetings.
Job Purpose:	The post holder will be a key member of the Accident & Emergency team, assisting qualified practitioners in the delivery of high quality and effective clinical and personal care and the transportation of patients, selecting and applying appropriate equipment and skills in line with the scope of practice and associated training. He/she will attend cases of accident and sudden illness and respond to urgent, special and planned patient transfer requests, as well as responding to emergency calls as part of a crew or at times as a first solo responder, in accordance with the Trust's Deployment Plan. The post holder will be required to use advanced driving skills under blue light and normal traffic conditions to respond to emergency and routine calls as required.

Key Duties:	<p>Respond to emergency, urgent and routine calls, usually working as part of a two-person ambulance crew, employing techniques in line with scope of practice and associated training as directed and in accordance with Trust protocols and guidance.</p> <p>In exceptional circumstances provide a first solo response to emergency calls, in accordance with the Trust's Deployment Plan.</p> <p>Act as a secondary response to single responder vehicles, conveying patients as directed.</p> <p>Support qualified practitioners, as directed, in the provision of high quality care.</p> <p>Observe patient vital signs using skills and equipment</p>
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	<p>relevant to scope of practice and reporting any changes to the qualified practitioner.</p> <p>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.</p> <p>Comply with basic scene safety checks and the associated basic risk assessments, working with other healthcare or emergency services staff.</p> <p>Complete appropriate and clear documentation relating to patients attended, work and journeys undertaken in accordance with Trust policies and protocols.</p> <p>Ensure the security of patients' money, valuables and property whilst they are in the care of the Trust.</p> <p>Maintain competence in assisting a qualified practitioner in the use of appropriate equipment in line with the scope of practice and associated training.</p> <p>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.</p> <p>Ensure that all procedures used within the scope of practice are consistent with and promote good infection control.</p> <p>Ensure that required equipment is stored, transported and cared for so that it is always in good working order.</p> <p>Maintain regular communication with the Emergency Operations Centre, to register updates regarding cancellation and mobility requirements.</p> <p>Maintain a working knowledge of and operate all required types of communication equipment (including radio, telephone and MDTs) in accordance with Trust protocols to convey accurate information about emergency and routine work and patient information to NHS staff and those from other services as appropriate.</p> <p>Drive all types of approved ambulance service vehicles under normal and emergency (blue light) circumstances, in accordance with the laid down</p>
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	<p>standards of the service and within road traffic law, taking particular care of the vehicle, its occupants and other road users.</p> <p>Carry out general vehicle checks at the start of and during each shift, to ensure the readiness of the vehicle and communications equipment to respond as required. All defects, deficiencies and accident damage must be reported in accordance with Trust procedures.</p> <p>Ensure that vehicles are clean and appropriately stocked and refuelled, as required.</p> <p>Be flexible in attitude to meet the constantly changing nature of care and service delivery.</p> <p>Be smart and courteous at all times to convey a high level of confidence to the public.</p> <p>Work with others and use available equipment to ensure the safe manual handling and movement of patients.</p> <p>Comply with all Trust policies and procedures as they apply to this post.</p>
Quality	<p>Monitor quality of own work to ensure that the required standards of performance are met.</p> <p>Maintain a professional attitude and public image at all times.</p>
Communication and Working Relationships	<p>Exercise high levels of courtesy and communication with patients and the public to ensure that clear information is conveyed, maintaining patient confidentiality at all times.</p> <p>Listen to comments from key stakeholders (managers, staff etc) and feed back to clinicians or managers as appropriate in order to develop ways in which the service can be improved.</p> <p>Good working relationships must be maintained with - qualified practitioners, Emergency Operations Centre staff, line managers, other healthcare staff, other emergency services staff and public and patient representatives.</p>

Personal	<p>Undertake learning to ensure that own knowledge and skills are maintained at the required level for the post.</p> <p>Participate in regular personal development reviews in accordance with Trust policies and the NHS knowledge</p>
	<p>and skills framework.</p> <p>Undertake required learning and ensure that this is put into practice.</p>
Corporate Governance	<p>Maintain good corporate and clinical governance arrangements, including risk management.</p> <p>Embrace high standards of employment practice and act in accordance with the appropriate corporate governance.</p> <p>Promote the vision, values and goals of the organisation.</p>
Performance Management	<p>Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny, for example using equipment and consumables carefully.</p> <p>Act within Standing Orders and Standing Financial Instructions of the Trust.</p>

<p>Health, Safety and Security</p>	<p>Manage health, safety and security issues in own area of responsibility.</p> <p>Work safely, including being able to select appropriate hazard control and risk management, reduction or elimination techniques in a safe manner and in accordance with health and safety legislation.</p> <p>Select appropriate personal protective equipment and use it correctly.</p> <p>Establish safe environments for practice, which minimise risks to service users, those treating them and others, including the use of hazard control and particularly infection control.</p> <p>Apply appropriate moving and handling techniques.</p> <p>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.</p>
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<p>Policies</p>	<p>The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.</p> <p>Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECAMB policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.</p>
<p>Values</p>	<p>Emergency Care Support Workers will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care i.e. Care, Compassion, Competence, Communication, Courage and Commitment. Post holders will also be required to understand and work in accordance with the NHS constitution and actively role model the Trust corporate values, putting the patient at the heart of their work.</p>

<p>Disclosure and Barring Service Check</p>	<p>We are committed to the safeguarding and welfare of children and vulnerable adults.</p> <p>This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions. The process will be completed as part of your pre-employment checks and repeated every 3 years as a minimum. Your suitability for this position (based on the results of the DBS) will form an important condition of your ongoing employment.</p>
<p>Equality and Diversity/Equal Opportunities</p>	<p>The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources</p>
	<p>department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.</p>

<p>Confidentiality / Data Protection / Freedom of Information</p>	<p>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. 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 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.</p> <p>Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.</p> <p>In addition individuals have specific responsibilities to ensure that they maintain the confidentiality and security of all information that is dealt with in the course of performing their duties it is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Individuals 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.</p>
<p>Review</p>	<p>This JD reflects the principle duties of the post as identified at date of issue. It may be subject to amendment in the light of the changing needs of the service, and will be reviewed periodically.</p>
<p>Special Conditions</p>	<p>The post holder must be flexible in his/her approach to work and be prepared to work to a shift system to undertake the duties of the post. This will include working unsocial hours, nights, weekends and public holidays, as part of the rota, which can lead to a subsequent disturbance of sleep patterns. He/she must also be prepared to cover shifts and undertake other duties at short notice in accordance with policies and procedures.</p> <p>The post is physically demanding and may involve driving for long periods. There is also a requirement to undertake a large amount of lifting/carrying patients over mixed terrain. It is also necessary for the post holder to have manual dexterity for emergency driving and cleaning of vehicles and equipment.</p>

	Uniform will be supplied and must be worn correctly, (including displaying name badge), and in a clean and tidy manner. The post holder is required to maintain the highest standards of personal hygiene.
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Reviewed/Approved by:

PERSON SPECIFICATION

	Essential	Desirable
Knowledge and skills	<p>Caring disposition, demonstrating sensitivity to the needs of individuals.</p> <p>Oral and written communication skills.</p> <p>Ability to develop effective working relationships with colleagues and members of the public from a variety of backgrounds.</p> <p>Flexible, adaptable and positive about change.</p> <p>Able to handle sensitive situations assertively and tactfully.</p> <p>Able to work effectively under direction or as part of a team.</p> <p>Basic IT skills.</p> <p>Demonstrates a commitment to personal development.</p>	<p>Map Reading skills.</p> <p>Knowledge of local geographical area.</p> <p>Knowledge of data protection act.</p> <p>Knowledge of national activation and response standards.</p>
Experience	<p>Customer care experience or evidence of strong interpersonal/communication skills.</p> <p>Stable employment history.</p>	<p>Caring experience in a care environment e.g. nursing home, care home.</p> <p>Experience in a driving role for a care organisation.</p> <p>Experience in voluntary First Aid/healthcare sectors.</p> <p>Experience of working within defined procedure and routine</p>

Professional Qualifications	Qualified to minimum GCSE grade C or above in Maths	Relevant work/vocational qualifications.
	<p>and English or key skills level 2 equivalent academic/vocational standard.</p> <p>Must have held full manual driving licence for minimum of 1 year. Licence must be current, valid in the UK, cover vehicles of Category C1 (over 3,500kg in weight), with no more than 3 points at the time of application.</p> <p>Fitness to Group II Vocational Drivers Standards.</p>	<p>First Aid at Work certificate.</p> <p>A level (or equivalent) in a science/healthcare related subject.</p>

Reviewed/Approved by: