Patient Care Assistant

**Accountable to:** Team Leaders & Ambulance Operations Delivery Manager

**Location:** Wrexham

**Hours:** \*35 hours per week (\*140 hours over a 4 week period)

**Salary:** £11.44 per hour

Job summary:

The Patient Care Assistant’s role is to provide the transportation of non-emergency patients who require a minimum level of care and assistance.

The service operates 365 days a year and we provide 24-hour support, so day and night-time working will be required as well as working on weekends in a shift pattern. If successful in the role, the candidate will be expected to lone work comfortably at times, during day and night shifts, therefore you must be confident in your own skills and able to work under pressure.

Core duties:

* Driving and attending to the care of patients and associated support of the service.
* Assisting the patient transport attendant
* Maintaining regular contact with the manager/customer to ensure that all work is covered.
* Transferring patients to and from specific locations, as specified on a day-to-day basis, and in a timely manner.
* Dealing with patients in a caring, attentive, and professional manner.
* Reporting any safeguarding concerns for vulnerable adults or children via the appropriate approved methods.
* Using carry chairs, stair climbers, wheelchairs, stretchers and other patient handling equipment in accordance with St John Ambulance Cymru training and procedures.
* Providing treatment up to the post holders assessed ability
* Liaising with hospitals/clinics/care staff efficiently and professionally.
* Completing necessary paperwork in a timely manner and acting in accordance with all St John Ambulance Cymru clinical policies and procedures.
* Inspecting and recording conditions of vehicle at start and finish of shift and ensuring the vehicle is properly maintained and roadworthy daily prior to transporting.
* Reporting damages, losses and any problems and issues to the manager daily.
* Such other duties appropriate to the position as may be required.
* Maintaining the professional image of St John Ambulance Cymru at all times.
* Attending and successfully completing all training courses associated with this post including regular self-directed study and professional development.
* A uniformed position with personal protective equipment (PPE) issued which must be worn correctly at all times

What you’ll need to be successful

Experience in providing care to patients/clients in a variety of settings including NEPTS is desirable.

You will need to be able to work either as a team or on your own, follow procedures but also be able to think outside the box as and when situations arise.

You will have good communication skills, confident in completing paperwork and have the ability to work calmly and effectively in difficult and pressurised situations.

You will have 2 years driving experience and hold a valid Full UK Driving licence with no more than 6 penalty points. You should have eligibility to work and live in the United Kingdom.

Please note that due to the nature of this role you will be required to have an Enhanced DBS check.

Vision & Values

St John Ambulance Cymru expects its employees to promote and embody the organisations Vision & Values. Employees are expected to work to the high standards expected by our Values and to be able to discuss our Vision and Values with others.

Person specification

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

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| Requirements: | Essential: | Desirable: | Method supporting assessment: |
| Educated GSCE level/equivalent (Grade C) |  | **A black background with a black square  Description automatically generated with medium confidence** | Application form |
| Hold a current driving licence for 2 years | **A black background with a black square  Description automatically generated with medium confidence** |  | Application form |
| Safeguarding |  |  | Application form |
| Infection control |  |  | Application form |
| Conflict resolution |  |  | Application form |
| Excellent communication skills and able to communicate with a variety of people |  |  | Application form & interview |
| Demonstrated ability to work in a non- emergency ambulance environment. | **A black background with a black square  Description automatically generated with medium confidence** |  | Application form & interview |
| Ability to accurately complete paperwork to exacting standards. |  |  | Application form |
| Ability to deliver a high-quality patient experience and ensure customer satisfaction at all times. |  |  | Interview |
| Ability to work as a team and also to use own initiative when necessary. |  |  | Interview |
| Ability to work calmly and effectively in difficult situations. |  |  | Interview |
| Experience in driving large vehicles |  | **A black background with a black square  Description automatically generated with medium confidence** | Application form |
| Ability to navigate using maps and a reasonable knowledge of Wales and UK | **A black background with a black square  Description automatically generated with medium confidence** |  | Interview |
| Good verbal and written English |  |  | Application form |
| Training that will be undertaken for Patient Care Assistant role | | | |
| * Communication and casualty care * Infection Hygiene (IPC) * Care of uniforms prevention and control (IPC) level one * Personal * (IPC) * Effective hand hygiene (IPC) * Effective use of Personal protective Equipment (PPE) (IPC) |  |  |  |
| * Infection prevention and control (IPC) Level Two * Management of waste (IPC) * Management of soiled linen (IPC) * Environmental hygiene |  |  |  |
| * Manual handling of inanimate loads (A&B All Wales passport) |  |  |  |
| * Primary survey |  |  |  |
| * Resuscitation (all ages) |  |  |  |
| * Unconscious casualty (recovery position) |  |  |  |
| * Choking (all ages) |  |  |  |
| * Fainting |  |  |  |
| * Chest pains |  |  |  |
| * Bone, muscle and joint Injuries |  |  |  |
| * Bleeding (minor and major) |  |  |  |
| * Burns and scalds (minor and major) |  |  |  |
| * Bites and stings |  |  |  |
| * Shock |  |  |  |
| * Automated External Defibrillation (AED) |  |  |  |
| * Patient report form completion (PRF) (including Clinical Governance) |  |  |  |
| * Ambulance familiarisation (to include Ambulance equipment and Lifting Assessments)\*\* |  |  |  |
| * Safer patient movement (SPM) |  |  |  |
| * Safeguarding |  |  |  |
| * Ambulance driving qualification |  |  |  |
| * Medical gases (Oxygen Therapy) |  |  |  |

**\*\***Ambulance Familiarisation must be preceded by manual handling of inanimate loads (A&B All Wales passport)

Note: Training will be provided to cover all or any of the skills/element required.