# **Urgent Care /Falls Assistant**

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

**Location:**  Cardiff

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

**Salary:**  £11.99 per hour

**Job summary**

The Urgent Care & Falls Assistant is responsible for providing a high level of quality and effective care to patients within the community, under the direction of the Welsh Ambulance Service NHS Trust (WAST) or other clients. This role will be providing transportation for high-dependency and non-emergency patients or attending falls response or welfare calls in a timely manner.

The Assistant will attend patients and service users and act in accordance with St John Ambulance Cymru policies and procedures. The assistant is responsible for providing a patient assessment at scene, the provision of any suitable emergency treatment or support in line with the trained clinical scope of practice or contract requirements.

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 on times, during day and night shifts, therefore you must be confident in your own skills and able to work under pressure.

**Key duties and responsibilities**

In this role you will commonly undertake the following duties:

* Performing on scene assessment including the taking of clinical observations.
* Providing medical intervention to assist in the care of the patient up to the post holders assessed ability.
* Transferring of patients to and from specific locations.
* Dealing with patient needs in a caring, attentive, and professional manner.
* Reporting safeguarding concerns for vulnerable adults or children via approved methods.
* To assist in the use of manual handling equipment including carry chairs, stair climbers, wheelchairs, stretchers and lifting cushions when at the scene.
* Liaising with health care professionals and other staff efficiently and professionally.
* Completing required paperwork in a timely manner and in accordance with St John Ambulance Cymru and contract procedures.
* Attending and successfully completing all training courses associated with the post as well as regular self-directed study and professional development.
* Ensure compliance with all infection prevention and control procedures.
* Maintaining regular contact with the Managers/Customers to ensure that all work is covered.
* Conducting daily vehicle & equipment checks
* Maintaining the professional image of St. John at all times.
* Such other duties appropriate to the position as may be required by your team leader.

**What you’ll need to be successful**

Experience in providing care to patients/clients in a variety of settings, NEPTS or Urgent Care 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

We are particularly keen to hear from people who have experience with working with people disabilities or over the age of 50.

**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: |
| GCSE grade A-C in Maths and English (or equivalent) | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form |
| Patient Transport Attendant Certificate |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** | Training will be given |
| NEPTS (non-emergency patient transport service) experience |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** | References / Application Form |
| UCS (Urgent Care Service) experience |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** | Training will be given |
| One or more of the following:  FREC 3-4, First Person on Scene, QNUK Level 3 Award for First Responders (RQF), NHS Ambulance Service Community First Responder (CFR) or Co-responder. NVQ Level3 Social and Health Care, St John Ambulance Cymru (PTA or ETA) |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** | Application form / Training will be given |
| Manual Handling A-E (cert) |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** | Training will be given |
| Current driving licence (minimum of 2 years) | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application form |
| Communication and relationship, skills, knowledge and abilities | | | |
| Excellent communication skills and able to communicate with variety of people | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application Form & Interview |
| Have experience of working with disabled or older people, their families and/or carers in community/ out of hospital settings. |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** | Application Form & Interview |
| Display positive attitudes to promote a culture of care, compassion and dignity for the delivery of care for older people. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application Form & Interview |
| Be able to demonstrate how the applicant meets the values of St John Ambulance Cymru | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application Form & Interview |
| Have experience of multi-disciplinary and multi-agency working. |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** | Application Form & Interview |
| Demonstrated ability to work in an out of hospital emergency environment. |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** | Application Form & Interview |
| Ability to accurately complete records (paper or electronic) to exacting standards | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application Form |
| Ability to deliver a high-quality patient experience and ensure customer satisfaction at all times. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Interview |
| Ability to work as an individual or within a team and to use own initiative when necessary. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Interview |
| Ability to work calmly and effectively in difficult situations. | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Interview |
| Experience in driving large vehicles |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** | Driving Assessment |
| Ability to Navigate using maps and a reasonable knowledge of Wales |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** | Interview |
| Good verbal and written English | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** |  | Application Form |
| Ability to speak Welsh |  | **C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png** | Application Form |