# Urgent Care Assistant / Falls Assistant

Job Description

Position title: Urgent Care / Falls Assistant

Accountable to: Team Leaders & Senior Team Leader

Location: Cardiff

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

Salary: £11.99 per hour

Job Summary:

About the Role

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) and 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.

**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.

**You will receive:**

* Hourly pay with unsociable hours payments
* Pension scheme
* Employee Assistance Programme (EAP)
* Health Insurance
* Flexible working
* Uniform
* Role Training
* Discounts – Blue light Card
* Opportunities to be involved in some of the biggest events & Concerts.

**How to apply**

If you want to join Wales’s leading first aid charity and you have the required skills and attributes to help our Ambulance Operations Team succeed, we would love to hear from you!

To apply for this exciting opportunity, please complete our application form which can be found on our website [Careers (sjacymru.org.uk)](https://www.sjacymru.org.uk/en/page/careers) by **23.59 on the 31st March 2024**. You would be required to start work on the 22nd of April 2024 due to training starting that day.

If you have any questions about this role, please feel free to contact either David Tyler (Senior Team Leader) at [david.tyler@stjohnwales.org.uk](mailto:david.tyler@stjohnwales.org.uk) or Paul Wiggins (Ambulance Business Manager) at [paul.wiggins@sjacymru.org.uk](mailto:paul.wiggins@sjacymru.org.uk) for an informal chat.

We may review applications before the Application deadline, if you apply after the deadline your application may not be considered.