

## **Ambulance Care Assistant Job Description**

**JOB TITLE:** Ambulance Care Assistant

**ACCOUNTABLE TO:** Contract Manager

**LOCATION:** Various London Hospitals. Head Office is based in Greenhithe, Kent.

**HOURS OF WORK:** Full time. Various shifts available

**SALARY:** £10.00 per hour, rising to £11.95 per hour in May 2023.

### **Job Summary**

We are a CQC registered Non-Emergency Patient Transport service providing transportation for NHS Trust patients, conveying over 400,000 patients every year.

The successful candidate will convey non-emergency patients to and from their designated appointments in a safe, effective, and efficient manner. The individual will ensure the well-being of patients in their care from showing empathy and providing reassurance, through to assessing and monitoring patients' physical wellbeing. Where necessary they will provide medical assistance in line with PTS training provided.

Shortlisted candidates will be required to attend an open day.

Full training will be provided, followed by our mentoring programme.

### **Responsibilities and Duties**

- Provide assistance for patients to access vehicle
- Work in a single or double crew and be able to provide assistance to patients with various mobility classifications
- Ensure that patients have all relevant and necessary paperwork, medication, etc.
- Demonstrate care and understanding for patients and any medical conditions they may have
- Maintain confidentiality and discretion at all times
- Ensure that when dropping off patients following their appointments/discharge, they are left in a safe and secure environment
- Inspecting and completing daily vehicle and equipment check
- Check and replace equipment of vehicles
- Comply with the safe systems of work

### **Person specification**

- Experience from a patient-focused environment is desirable
- Up to date first aid qualification is desirable - but not essential training to be provided
- Ideally good geographical knowledge of the South East London area
- For insurance purposes, the candidate must have at least 2 years of driving experience in the UK on a full driving license with no previous penalties for drink driving or insurance-related convictions (even if these are now spent)
- Must have no more than 6 live penalty points on your current driving licence
- Highly patient-focused in attitude with a caring approach.
- Good communication skills.

- Good general education
- Strong work ethic and willingness to go the extra mile to deliver good patient care.
- Able to work both individually and in a team.
- Good written communication skills.
- All successful applicants will be subject to an enhanced DBS disclosure and previous employment referencing.

**Benefits**

- 28 days holiday per annum
- Overtime available
- Access to our Employee Assistance programme
- Eligibility for discounts with retailers and travel agents; online and on the high street
- Refer a friend scheme
- Employee of the month scheme
- Training and progression opportunities.

Due to the nature of the industry flexibility is crucial therefore the post holder maybe required to work additional hours.