

JOB DESCRIPTION

JOB TITLE:	Ambulance Care Assistant/Driver
HOURS:	45 hours per week, on a flexible daily shift pattern and as rostered or scheduled to meet the needs of the Company.
SALARY:	£20,404.80
LOCATION:	Various sites across London and South East London

Main Purpose of Role

The post holder will convey non-emergency patients to and from their designated appointments in a safe, effective and efficient manner.

The individual will ensure the wellbeing 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 by Savoy Ventures Ltd.

The individual will work closely with colleagues to ensure that patient journeys are planned and delivered in the most effective and efficient way. Using initiative to decide when to seek advice from the Control Room or relevant Manager where situations are unusual or outside the normal range of experience.

The individual will present themselves in accordance with the Savoy Ventures Ltd. dress code and in the uniform provided at all times whilst on duty. They will ensure that their vehicle is safe and clean and that they are properly equipped at the start of each duty period.

All successful applicants will be subject to an enhanced DBS disclosure and previous employment referencing.

Main Tasks and Responsibilities

1. Caring for Patients

- Provide appropriate and necessary assistance for patients to access vehicles. This may include carrying/lifting of patients or manoeuvring of wheelchairs/carry chairs around hazards or in constricted environments;
- 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. required for attendance at appointment;
- When collecting from home, check that the patient's property is properly secured on leaving and that the patient has means of entry back into the property on return;
- Demonstrate care and understanding for patients and any medical conditions they may have providing medical assistance and reassurance required, even when patients or their carers may be confrontational or distressed; Show respect and courtesy for patients at all times, even when exposed to highly unpleasant environmental, medical, and emotional conditions or where the patient is generally unkept;
- Giving patients and others advice and guidance about the process of PTS reassuring patients when they are anxious about meeting appointment times etc;
- Taking personal action to resolve patients' issues of concern or complaints; or where this is not possible advising patients or carers on who to contact next;

- When dropping off patients following their appointments, or on discharge from hospital, ensuring that the patient is left in a safe and secure environment; Handing over any belongings, equipment or valuables belonging to the patient into the care of a NHS professional or relevant person.
- To take responsibility to call control every 15 minutes when idle and when clearing on any job.
- Recording journey information such as deterioration in patients health, accidents involving patients or any abusive/threatening behaviour, on the Incident report Form, or other service documentation as necessary;
- Providing Basic Life Support or other medical assistance on running calls in line with Savoy Ventures Ltd training until relieved by appropriate A&E crews.

2. Driving

- Review planned journeys to optimise routes, maximising both fuel efficiency and loading capacity of vehicles whilst complying with any expected standards for patient care and timeliness;
- Abide by the highway code and laws pertaining to driving;
- Report any accidents or near misses as set out in the Incident Reporting Procedure via Incident Report form.

3. Vehicle and Equipment

- Carry out daily vehicle inspections. Report vehicle defects to the Fleet Manager.
- Regular cleaning of vehicle; maintaining hygiene of vehicle in the event of any patient spillage (e.g. bodily fluids), in line with the Infection Control policy.
- Check and replace, where necessary, First Aid supplies and Oxygen Therapy equipment ensuring it is sufficient for daily operation. Check that the PDA is fully operational. Ensure that all straps, seatbelts and securing equipment for patients are available and fit for use.
- Present themselves for duty in the uniform supplied and in accordance with the Savoy Ventures Ltd. Dress Code, including official identification badges.

4. Health and Safety

The post holder would be required to discharge responsibilities as laid down in the Savoy Ventures Ltd Policy for Health and Safety Organisation. In particular all employees must;

- Take care of their own Health and Safety and that of any other person who may be affected by their acts or omissions.
- Comply with the safe systems of work and the Health and Safety information, instruction, training and supervision provided by the Savoy Ventures Ltd.
- Attend Health and Safety training sessions.
- Use, as required, all personal protective clothing, specified safe systems of work equipment, etc. provided by the employer.
- Report and record any unsafe practices, or workplace hazards. Ensure all incidents are promptly recorded in accordance with the company's accident/incident policy.
- Promote and encourage health and safe working.

5. Training and Development

It is the responsibility of the post holder to ensure that they engage in all publicised regular refresher training. This will include training in new equipment or initiatives deemed necessary by the Savoy Ventures Ltd. The majority of training included will be mandatory and the post holder will be required to demonstrate that they continue to meet the clinical standards required for the job.

6. Ad-Hoc

The post holder would be required to carry out other duties commensurate with the post and the skills/competencies of the post holder as required.

The post holder maybe required to cover colleagues at other sites should the occasion arise.

These will be in accordance with all Savoy Ventures Ltd policies and procedures which can be accessed through the post holders' line managers.

Person specification

- Experience from a patient focused environment is desirable
- Up to date first aid qualification is essential for this role
- Ideally good geographical knowledge of South East London area
- For insurance purposes the candidate must have at least 2 years 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 license
- Highly patient focused in attitude with caring approach.
- Good communication skills.
- Good general education
- Strong work ethic and willing to go extra mile to deliver good patient care.
- Able to work both individually and in a team.
- Good written communication skills.
- Able to complete a satisfactory enhanced DBS Check.
- Common sense and able to demonstrate a sense of ownership.
- Neat and tidy appearance

This is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list. The nature of the post and the organisation is such that duties may be reviewed in the light of changing circumstances following consultation with the post holder.

The job holder is required to act at all times in accordance with the Company's agreed policies, procedures and other forms of guidance.

Any matter of a confidential nature, particularly information relating to patients, members of staff, or any of the Company's business matters, must not under any circumstances be divulged or passed on to any unauthorised persons. This duty extends after employment ceases.

Will act all times in a manner consistent with Legislation, Policy and Procedures in a respect of Equality and Diversity. Promote the principles within the team and take appropriate action to ensure compliance.