Job title: Patient Transport Ambulance Crew
Location: Hertfordshire
Reporting to: Patient Transport Services Coordinator
Accountable to: County Executive Officer
Salary: Competitive rate
Hours: Flexible working pattern dependent on rota requirements, Monday to Sunday inclusive. Working days will include bank holidays.

Job summary

Scope
The execution of emergency and non-emergency transport duties arising from the everyday activities of St John Ambulance – Hertfordshire and its customers, while complying with the organisations protocols for patient care.

Organisational status
Member of the Patient Transport Service Department, St John Ambulance, Hertfordshire, working within a small team.

Job purpose
The transportation of ambulant, non-ambulant and stretcher patients, who require a responsive level of care and assistance, providing emergency aid, where appropriate and within the scope of practice, in order to preserve life, prevent further injury or deterioration and promote recovery.

Main duties and responsibilities

Principle duties

▪ To transport and to attend to patients and clients within the care of St John Ambulance in accordance with policies and procedures

▪ To ensure that the ambulance vehicle and its equipment and consumable stock is in operational readiness at all times and to report any defects immediately to the Patient Transport Coordinator in accordance with stated policy and procedure

▪ To actively participate in stringent cleaning routines on vehicles, equipment and areas of the garaging and parking facilities to ensure effective infection control standards are adhered to

▪ To be accountable for basic vehicle maintenance in accordance with the vehicle check procedure dictated by the vehicle check sheet

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▪ Work in accordance with the Health & Safety legislation as outlined in St John Ambulance policy and procedure documentation

▪ To observe and abide by St John Ambulance policies and procedures for the time they are in force

▪ Conduct the role in a professional, caring and compassionate manner ensuring a high level of customer and patient care is provided at all times and maintaining strict patient confidentiality

▪ To maintain the professional image of St John Ambulance Patient Transport Service.

Principle responsibilities

▪ The Ambulance Crew member will have responsibility to the Patient Transport Coordinator for:

  - The provision of patient management and emergency and non emergency treatment up to the post holder’s assessed ability including care and oxygen therapy
  
  - Recognising the need for advanced treatment and to summon help accordingly, or if no help is immediately available, managing the patient’s treatment to avoid further deterioration by providing correct and timely clinical interventions within the scope of practice
  
  - The awareness of the patient’s social and environmental condition and report any matters of concern to the appropriate person or body
  
  - The provision of First Aid and emergency care in the event of any emergency or incident that the post holder may come across whilst on routine work
  
  - Driving ambulance vehicles legally and in accordance with the driving policy while demonstrating consideration for the comfort and safety of the patient, vehicle sympathy and consideration for other road users
  
  - Complete Patient Report Forms and other relevant documentation, fully and accurately

▪ Undertaking the work rota in a flexible manner and to provide out of hours cover if required with notice given

▪ As requested, undertaking any other duties/responsibilities, which are considered to be relevant to the post at the request of the Patient Transport Service Coordinator or his/her appointed representative

Training & development

The post holder will be required to undertake a programme of continual professional development to continually increase the standard of care to patients and flexibility to customers of St John Ambulance.
Performance review

The post holder will have their performance reviewed on a regular basis by the Patient Transport Service Coordinator.

NB: This post is exempt from the Rehabilitation of Offenders Act 1974. Applicants must be prepared to disclose any convictions/cautions they may have and any orders which have been made against them.

General information for all St John Ambulance employees/volunteer officers

Probationary period

This post is subject to the requirements of a six-month probationary scheme (twelve months in the case of volunteer youth related positions) for new employees and volunteer officers only.

Confidentiality

All information concerning volunteers, employees and patients must be treated as strictly confidential at all times.

Equal opportunities

It is the aim of St John Ambulance to ensure that no job/role applicant or employee receives less favourable treatment on the grounds of age, sex, race, colour, religion, marital status, sexuality or disability; or, is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Each employee/volunteer must adhere to the equal opportunities policy and ensure that diversity is valued in the workplace.

Health and safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974, and to ensure that agreed safety procedures are carried out and to maintain a safe environment for volunteers, employees and visitors.

Data protection

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way; to hold data only for the specific registered purpose; and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

Review of this description

This job/role description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of St John Ambulance. This job/role description is to be reviewed in conjunction with the post holder on an annual basis as part of the appraisal process. It is expected that the post holder will be as positive and flexible as possible using this document as a framework.
Initials and date of preparation: LB 11/2011