

**Job Title:** **Ambulance Care Assistant (ACA)  
Non-Emergency Patient Transfer Service (NEPTS)**

**Reporting to:** **NEPTS Supervisor / Duty Officer**

**Job Summary:** Transport low dependency, non-emergency patients in a caring and compassionate manner. Ensure patients arrive in good time for medical appointments in line with Service Key Performance Indicators. Undertake administrative tasks to ensure that all NEPTS bookings and enquiries are dealt with in a polite, efficient and timely manner.

## KEY RESPONSIBILITIES

- To ensure the safe transfer of patients following health and safety and other appropriate Service Procedures, being mindful of the safety of patients, self, colleagues and others, using appropriate equipment and manual handling techniques.
- Communicate with patients, relatives, colleagues, other health care professionals and members of the public in a calm, caring and professional manner, treating them with dignity and respect at all times.
- To take bookings for non-emergency patient transfers and administer and organise the daily work schedule, ensuring that bookings accepted are in accordance with the NEPTS eligibility criteria.
- Recording of daily statistical information in relation to your work.
- To ensure that patient confidentiality is maintained at all times.
- To undertake appropriate dynamic risk assessments in accordance with Service Procedures, having due regard for the health and safety of yourself and others.
- To identify the need to request additional support, appropriate to the circumstances, when necessary.

## YOU WILL

- Use all Service equipment, facilities, vehicles and premises in an effective and safe manner, reporting faults breakdowns and accidents promptly in accordance with Service Procedures.
- Maintain skills and competencies required by the ACA scope of practice and undertake all statutory and mandatory training commensurate with this role.
- Provide support and assistance to colleagues as appropriate to the role including mentoring, supervision and support to less experienced staff and trainees.
- Be able to respond as a first responder to appropriate incidents within the ACA scope of practice.
- Report any concerns relating to the Safeguarding of children or vulnerable adults in accordance with Service Procedures.

## YOU WILL

- Assist and support colleagues to ensure station security, cleanliness and the availability of vehicles, equipment and supplies and to assist in other station duties as required i.e.
  - Cleaning vehicles and equipment, paying particular attention to infection control.
  - Replenishing, restocking and replacing items on station and vehicles.
  - Decontaminating equipment.
  - Completing paperwork e.g. case sheets, incident reports, Police Statements etc.
  - Attend court if required and give evidence or be cross examined under oath.
  - Record promptly and in accordance with Service Procedures any accident / incident in which you are involved in whilst on duty.
  - Reporting any faults or breakdowns and completing the appropriate records.
- Maintain the confidentiality of information about patients, staff and other health service business in accordance with the Service's Procedures. Individuals must not, without prior permission, disclose any information regarding patients or staff.
- Have a responsibility to ensure that the Service's 'Health and Safety' Policies and Procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of other people who may be affected by their acts or omissions.
- Have a personal obligation to adhere to current guidance on methods to reduce healthcare-associated infections. Post holders must be familiar with the Service's 'Infection Prevention and Control' Policy, including those which apply to their duties such as hand decontamination and personal protective equipment.
- Be expected to act in accordance with the Service's Code of Conduct.
- Be required to comply with the Service's Policies, Procedures and appropriate Clinical Governance protocols in place and as amended from time-to-time. These are available to read on the intranet and all employees are required to acquaint themselves with them.
- The hours of duty will be determined by the requirements of the post and require flexibility on the part of the post holder and will average 38 hours per week.
- The post holder will be required to attend Major Incident exercises as required.



## Person Specification

This is a specification of the essential and desirable requirements that are required to effectively carry out the duties and responsibilities as an ACA with NEPTS (as outlined in the Job Description) and forms the basis for selection.

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
Existing First Aid / AED qualification		✓
Full manual B category driving licence held for at least 12 months.	✓	
Category C1 or D1 driving licence.		✓
No formal qualifications required although a standard 'C' grade in English and Mathematics would be a benefit.		✓
<b>Experience</b>		
Flexibility to working hours.	✓	
<b>Skills, knowledge and abilities</b>		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
A genuine commitment to caring for others	✓	
Ability to manage own work with minimal supervision	✓	
Ability to attain the Emergency Care Assistant qualification	✓	
A patient focused outlook	✓	
Resourcefulness and organisational skills	✓	
IT literacy skills including Word and Excel or willingness to learn		✓
Ability to develop and adapt to change	✓	
Ability to work autonomously	✓	
<b>Pre-employment requirements</b>		
Double vaccinated and latest boosters for Covid-19		✓
Willing to receive the necessary vaccinations as required by the Occupational Health Authority for operating in this Health Care role (including annual 'flu vaccinations)	✓	
Satisfactory completion of an Enhanced adult & child DBS check	✓	

This Job Description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of the St John Emergency Ambulance Service. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials:

Date of preparation:  
May 2022