**JOB DESCRIPTION**

**JOB TITLE**: Emergency Care Assistant (ECA)

**ACCOUNTABLE TO**: Paramedic, Operations Manager

**LOCATION**: Various hospitals. Head Office based in Greenhithe

**HOURS OF WORK:** Determined by contract or roster. (45 hours per week AND BANK STAFF)

**SALARY:** £21,900 per annum

**Main Purpose of Role**

The post holder will convey emergency and where required, 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 current training standards.

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

**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 maneuvering of wheelchairs/carry chairs around hazards or in constricted environments;
* ·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
* ·Conduct or assist with patient assessment including of major systems including cardiac, respiratory, neurological, G.I and musculoskeletal. As appropriate dispense POMS (Prescription only medicines) appropriate to grade or scope of practice and client’s policy. Responsible for the use, movement and security of drug stocks.
* ·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;
* ·Complete and maintain a full and accurate clinical record for all patients with particular emphasis on patient observation, treatment given, drug administration and eventual patient destination.
* ·Recording journey information such as deterioration in patient’s health, accidents involving patients or any abusive/threatening behaviour on the Incident Report Form, or other service documentation as necessary;
* ·Maintain confidentiality and discretion at all times in relation to personal or sensitive data ensuring that it is processed lawfully, for no purpose other than for which is was obtained.

2.Vehicles/Driving and Equipment

* ·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.
* ·Be responsible for inspecting and completing daily vehicle and equipment checks and report any defects immediately in line with Company procedures.
* ·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. 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 Company’s. Dress Code, including official identification badges.

3.Ad-Hoc

·The post holder would be required to carry out other duties relating to the post as required and may be required to cover colleagues at other sites should the occasion arise.

·These will be in accordance with all Company policies and procedures which can be accessed through the post holders’ line managers.

·Post holder will be expected to comply with all the Company’s policies and procedures.

**Qualifications and Personal Specification**

**Essential:**

* Good general standard of education
* **Up to date FPOS/FREC3 qualifications (or equivalent) are essential**
* **Blue light driving qualification is essential.**
* 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 and good communication skills.
* Understanding of the real nature of the work involved
* Must be able to undertake rotating shifts including shift changes whilst on relief duty.
* 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 and ISA Adult First Check.
* Common sense and able to demonstrate a sense of ownership.
* Neat and tidy appearance

**Desirable:**

* Good geographical knowledge of South East London area and Kent area
* Experience of driving in London or other large cities.

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 assignment 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.