



JOB PROFILE

Post Title:	Emergency Care Assistant
Portfolio:	Health & Social Care
Responsible to:	Senior Paramedic
Responsible for:	None
Grade:	C

Job Purpose

To improve the lives of all within our community and help the island thrive through the provision of an effective emergency ambulance and emergency department service under the direction of the paramedic team or other qualified practitioner.

Main Duties and Responsibilities

1. Provide 24 hour/365 days emergency response to ambulance calls (including outside of normal working hours, weekends and public holidays), driving ambulances (or first responder vehicle) safely under emergency conditions. This will usually consist of one week on call, one week second on call, and one week off-call, although there will be a requirement to help provide additional cover during times of sickness and leave.
2. Continuously develop clinical knowledge and practical skills in order to provide clinical support to the qualified practitioner on ambulance calls and within the emergency department. This may include undertaking CPR and defibrillation, assisting with peripheral venous cannulation, assisting with intubation/ventilation, checking medications. However, this is not exhaustive.
3. In the case of emergencies, provide support and assistance to other emergency services where required, including the use of portable digital radio systems to communicate with other agencies and the hospital.
4. Safely transport patients (including the critically ill and unstable) to and within the hospital or other required locations (such as the airport) utilising safe and approved manual handling techniques, and using specialist manual handling equipment (e.g. Spinal board, scoop head immobilisation etc.).
5. Assist in the transfer of routine non-ambulant patients to and from their place of residence (i.e. Community Care Complex) either prior to or following hospital treatment.
6. Carry out direct patient care such as washing, toileting and feeding patients whilst promoting independence when there are no emergency cases to respond to.
7. To undertake daily checks of the ambulance and emergency department including restocking consumables, bottled oxygen levels, maintaining/sanitising equipment, and daily



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vehicle inspections. This includes ordering and collecting equipment from stores where required.

8. Promote high standards of infection control by maintaining a clean working space within the ambulance (after use and weekly) and emergency department (after use), following SHG infection control guidelines.

9. Mortuary duties

Whilst undertaking the first on-call role, the ECA will be expected to:

- Place bodies in the mortuary chiller / or reefer container
- Monitor and maintain log on the temperature of the chiller / or reefer container
- Record date/time bodies are placed into / moved out of body chillers for billing purposes
- Liaise with undertaker for body removal
- Assisting with last offers and care of the deceased patient with support from care/nursing staff as necessary
- Preparing deceased patients for family viewing (by arrangement)

10. Be accountable for own professional practice and development.

11. Respond in a timely manner when contacted upon the declaration of a major incident or major incident standby, this may include when on leave or not on call.

12. Maintain the major incident preparedness equipment on a monthly basis or after use.

13. Understand and comply with any policies, guidelines, protocols or standard operating procedures which fall into the scope of practice of the role.

14. Participate in clinical supervision, audits, mandatory training and appraisals where required.

15. Report any accidents, complaints, clinical incidents or near-misses to the line manager and governance lead, in-line with hospital policy.

16. Assist in any area of the hospital where required (I.e. Wards, Theatre, Radiology, Outpatients, when not undertaking the primary role tasks as mentioned above) providing patient support as directed by a qualified practitioner and within the scope of practice of the ECA.

17. Any other tasks which would be reasonably expected to be completed within the ECA's area of responsibility.

Special Conditions

Potential physical and verbal abuse from patients/clients and others.

Potential exposure to communicable diseases.



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Potential exposure to bodily fluids.

Able to work out of office hours and on call.

Able to cope with high physical demands required from manual handling duties.

Navigate in difficult and challenging terrain and in adverse weather.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Competency	Level
Professional Development: Required Professional Competency standards met	(ii)
Planning & Delivery of Work: Ensures appropriate resources and levels of capability are available to deliver to plan. Promote and enforce appropriate organisational rules and procedures and lead by example in managing business relationships.	(iv)
Analysis and use of Information: Outputs, including the evaluation of policies, projects and programmes are evidence based and decision making and solutions are established by interpreting trends	(iii)
Decision Making: Solves problems that have significant short-term implications for the directorate and assesses the impact of decisions made. Decisions are formed based on trends, patterns and causes rather than just symptoms and is evidence based and made in compliance with policy guidelines.	(iii)
Working with Others: Engages effectively with senior managers and other stakeholders using a range of communication mechanism, and shares and implements good practice with all.	(iii)
Communication: Ensure important messages are understood and written communications are well structured and have clear meaning. Presents information that have a positive impact on others and engages with them to understand their needs	(iii)



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Influencing and Persuading: Encourages, provides and is receptive to constructive feedback to improve performance of self and team. Remains constructive when disagreeing or challenging and ensures alternative approaches to work are effective in meeting the organization and individual needs.	(iii)
Dealing with Change: Directs and drives organisational change in line with the wider strategic needs	(iv)
Continuous Improvement: Sets SMART objectives for team and evaluates them and where necessary motivates team members to improve and develop their performance.	(iii)
Managing Resources:	(NA)



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
Numeracy and literacy skills at L2	E	√	
Valid driver's licence classes A, C, D	E	√	
NVQ Level 2 in Care or equivalent (or willing to undertake)	E	√	
Manual Handling Certificate (or willing to undertake)	E	√	
Knowledge & Experience:			
Extensive driving experience of Class D vehicle	E	√	
Experience working and communicating with members of the public.	E	√	
Experience of working within a healthcare or emergency services environment	D	√	
Understand how to operate emergency equipment under the guidance of the qualified practitioner or be willing to learn	E		√
Must have good knowledge of the local area and driving conditions (or willing to learn)	E		√
Must be willing and able to undertake training to drive emergency vehicles under emergency conditions utilising blue lights and sirens and legal exemptions.	E	√	√
Skills and Abilities:			
Must have a good command of English	E	√	√
Good organisational skills	E	√	√
Good standards of physical health and mental resilience as would be reasonably expected for the type of situations the role will be exposed to.	E	√	√
Good written and verbal communication skills to communicate with all types of people	E	√	√
Ability to remain calm in emergency situations	E		√
Must maintain confidentiality	E		√
Ability to work independently and without direct supervision	E	√	√
Ability to be flexible and able to respond to the varying needs of the service	E	√	√
Effective team player required to work with colleagues and staff to establish and develop a flexible and adaptable team approach in order to deliver a quality	E	√	√



PERSON SPECIFICATION

service			
Be able to take direction from qualified practitioners and managers	E	√	√
Responsive to change	E	√	√
Professional and patient focused	E		√
Other:			
Undertake mandatory training including basic life support to stay up to date with modern criteria as directed by the Health Portfolio.	E		√
Willingness to work flexibly – some evening work will be required.	E	√	√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E	√	√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E	√	√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

NA