



JOB PROFILE

Post Title:	Emergency Medical Technician
Portfolio:	Health & Social Care
Responsible to:	Emergency Operations Manager
Responsible for:	Emergency Care Assistants (ECA) Supervision and mentoring of temporary assigned Health Care Assistants (HCA)
Grade:	E

Job Purpose

To improve the lives of all within our community and help the island thrive through the provision of an effective emergency service under the direction of the Emergency Operations Manager or other senior qualified practitioner, working unsocial hours and supporting on-call duties to provide a 24/7 response.

Working independently when not under direct supervision and managing the emergency department as the lead clinician until relieved by a Senior Clinician. Ensuring that every patient contact counts by provide a high standard of care, promoting well-being, providing lifestyle advice, and making referrals to other health and social care professionals, when appropriate. Offering support to other departments when required to ensure business continuity is maintained throughout the portfolio.

Supporting the development and succession of the ambulance service by delivering pre-hospital training and facilitating practice education when working with colleagues.

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 role will involve working as part of an on-call roster.
2. To assume clinical responsibility for the department and patients in the absence of a senior HCP, managing junior staff, delegating tasks, and acting as an advocate for the patients ensuring patient safety is maintained at all times.
3. 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.).
4. 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.



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5. Clinical duties will vary greatly depending on the patient, their presenting condition, and location of assessment. You should always work within your scope of practice which may include the following:

- Gaining consent when appropriate, undertaking primary and secondary assessments, and obtaining a history of the presenting complaint using functional enquiries.
- Providing initial treatment prior to transporting to hospital, if required as per UK JRCALC and an agreed scope of practice. Seeking clinical advice where appropriate.
- Use of technical equipment, including defibrillators, ventilators, and suction units.
- Capturing and interpreting electrocardiograms correctly, seeking advice when needed.
- To correctly obtain biological samples from patients such as bloods, urine, or material swabs for analysis.
- To carry out invasive procedures when necessary, such as cannulation or the insertion of supraglottic airway to support ventilation.
- To monitor the patients physiological condition and identifying signs of deterioration.
- Liaise with members of other emergency services, such as the police, fire brigade or sea rescue, to ensure the appropriate level of response is provided to enhance patient care and reduce risk to other colleagues when managing a scene, acting as the operational commander until relieved of this duty.
- Work closely with doctors, nurses, midwives, and other health and social care professionals, providing them with a clinical handover upon arrival to hospital.
- Liaise with allied health professionals such as radiographers, physiotherapists, and occupational therapists to ensure a team approach to a patient's care journey.
- Deal with members of the public and negotiate with family members present at the scene. Acting in the patient best interests and being empathetic at all times.
- Clean, decontaminate and check vehicles and equipment to maintain a state of operational readiness.
- Assist other healthcare professionals with patient care and assessment when needed, this may include assisting patients with personal care.



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- Produce thorough case notes and report the patient's history, condition and treatment to relevant hospital staff.
 - Maintain confidentiality of patients and act in a professional manner at all times.
6. Undertake clinical duties within the general hospital, emergency department, or other healthcare settings on the island.
 7. To 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.
 8. Assist with the evacuation of unwell patients from ships or other sea vessels when alerted by the emergency control room of a SOLAS request.
 9. Carry out direct patient care such as washing, toileting and feeding patients whilst promoting independence and following agreed care plans.
 10. Utilise well developed interpersonal, communication, empathy and re-assurance skills when communicating on an individual basis with patients, families and staff. Establish and foster an effective working relationship with colleagues from the multi-disciplinary team across the services in the Hospital, the Community and across the Health and Social Care Portfolio.
 11. Ensure that the highest standards of clinical care are provided. Ensure systems and processes are followed to monitor and assure the quality of care and patient experience within the Directorate. This would include completing ambulance patient report forms and uploading them to patient records.
 12. Perform daily checks of equipment and medications required for the ambulances and emergency department. Ensure stock and equipment needs are identified and ordered as required.
 13. Ordering of consumables and medications from stores to maintain a minimum stock level sufficient for responding to ambulance calls and treating patients within the emergency department.
 14. Duties as set out in the medical gas protocol, to refill oxygen cylinders using the oxygen plant. Moving of medical of gases between departments and packaging/preparation for shipment.
 15. To carry out mortuary duties, transferring of the deceased both from the community and hospital. Storing, and recording bodies for billing purposes. Liaising with families and funeral directors to ensure funeral plans can be met.
 16. Act as an advocate for safeguarding patients. Ensure that all safeguarding actions required of the Health Directorate are followed through in a timely manner.



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17. Support the development of all staff, including nursing staff, in relation to the ambulance service and emergency care procedures. Undertake training, mentoring and upskilling of staff to maintain a high standard of emergency care.
18. To support the delivery of training courses through the SHCC for both government employees and the public.
19. To be accountable for own professional practice and development, to maintain an portfolio of evidence.
20. Respond in a timely manner when contacted upon the declaration of a major incident or major incident standby, this may include when not on duty or on annual leave.
21. Maintain the major incident preparedness equipment and radio pool on a monthly basis or after use.
22. Understand and comply with any policies, guidelines, protocols or standard operating procedures which fall into the scope of practice of the role.
23. Participate in clinical supervision, audits, mandatory training and appraisals where required.
24. To facilitate practice education for all emergency care assistants and supervise their clinical practice, ensuring competencies are achieved.
25. Report any accidents, complaints, clinical incidents or near-misses to the line manager and governance lead in-line with hospital policy.
26. 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 EMT.
27. Any other tasks which would be reasonably expected to be completed within the EMT's area of responsibility.

Special Conditions

- Potential physical and verbal abuse from patients/clients and others.
- Potential exposure to communicable diseases.
- Potential exposure to bodily fluids.
- Unsociable hours / shift work and on-call duties required.



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- 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.



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Core Competency Framework

Competency	Level
Professional Development: Requirements for Professional Competency standards to be met and a Continuous Professional Development portfolio to be maintained, evidencing learning.	(ii)
Planning & Delivery of Work: Ensures appropriate resources and levels of capability are available to deliver services. Promote and enforce appropriate organisation rules and procedures, leading by example, recognising good and addresses poor performance.	(iv)
Analysis and use of Information: Gathers, summarises and interprets data with attention to details. Follows guidelines and uses evidences based information for further analysis. Seeks advice when needed and escalates information as needed.	(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)
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 organisation and individual needs. Challenges inappropriate behavior and reports concerns to senior managers.	(iii)
Dealing with Change: Directs and drives organisational change in line with the wider strategic needs, supports the secession of the ambulance service, being flexible and adaptable to change initiatives.	(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: Gains respect and credibility from team members through effective delegation, coaching and development.	(iv)



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
Pre-Hospital Emergency Care Qualification (FREC, IHCD, APP, EMT/ECT, AEA, ECA, ANT, ILS) – Level 3 or above	E	√	
Professional Healthcare Registration (HPCSA, UK, or St Helena only)	E	√	
Level 4 First Response Emergency Care Qualification (or willing to undertake)	D	√	
Valid driver's licence classes A, C, D	E	√	
Manual Handling Certificate (or willing to undertake)	E	√	
Knowledge & Experience:			
Experience of working within a healthcare or emergency services environment	E	√	
Considerable clinical experience working autonomously in a pre-hospital setting	E	√	
Experience working and communicating with members of the public	E	√	
Extensive driving experience of Class D vehicle (Over 3.5 tons)	E	√	
Experience of staff management, supervision, and clinical education	D	√	√
Knowledge of UK JRCALC and other pre-hospital guidelines	D		√
Understands how to operate emergency equipment independently, such as a defibrillator	E		√
Must have good knowledge of the local area and driving conditions	E		√
Must have experience of driving emergency vehicles under emergency conditions utilising blue lights and sirens and legal exemptions	E	√	√
Clinical experience and knowledge of theatres, radiography departments, general wards etc.	D	√	√
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	√	√
Excellent interpersonal skills with the ability to effectively communicate with patients/clients and their relatives, members of the public, colleagues and junior staff	E	√	√
Ability to remain calm in emergency situations	E		√



PERSON SPECIFICATION

Must maintain confidentiality	E		√
Criteria	Essential / Desirable	Application Form	Selection Process
Ability to work independently and without direct supervision, working within the set scope of practice	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 service and facilities practice education	E	√	√
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 and Social Care Portfolio.	E		√
Willingness to work flexibly – unsocial hours are expected	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

Emergency Medical Technician – Practice Assessment Document, with completion of FREUC5 and Level 3 Award in Education and Training, to support the delivery of local training and succession planning.