

Title: Urgent Care Attendant (UCA)

Accountable to: Coordinator / Service Delivery Manager

Hours: 35 Hours per week

Location: Operational Centre, Cardiff

Job Summary:

The Urgent Care Attendant role is to provide the transportation of High Dependency and non-emergency ambulant and stretcher patients who require a responsive level of care and assistance, providing emergency aid, where appropriate.

Core Duties:

- Driving and attending to the care of patients and associated support of the service.
- Maintaining regular contact with the Managers/Customers to ensure that all work is covered.
- Transferring patients to and from specific locations, as specified on a day to day basis.
- Dealing with patients in a caring, attentive and professional manner.
- Use of carry chairs, stair climbers, wheelchairs, stretchers, scoop and long board.
- To provide treatment up to the post holders assessed ability

- Liaising with hospitals/care staff efficiently and professionally.
- Completing necessary paperwork in a timely manner.
- Inspecting and recording conditions of vehicle at start and finish of shift and ensuring the vehicle is properly maintained and roadworthy daily prior to transporting.
- Reporting damages, losses and any problems and issues to the Manager daily.
- Such other duties appropriate to the position as may be required by the Manager.
- Maintaining the professional image of St. John at all times.
- Attending and Successfully completing all training courses associated with this post
- A uniformed position with PPE issued which must be worn correctly at all times.
- When working with a Patient Care Attendant (PCA), work as a senior member and be responsible for the PCA at all times

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

Requirements:	Essential:	Desirable:	Method Supporting Assessment:
Educated GSCE level/equivalent (Grade C)		✓	Application Form
Patient Transport Attendant Certificate	✓		Application Form
Emergency Transport Attendant Certificate		✓	Application Form
IHCD Ambulance Technician, EMT 1,2,3.		✓	Application Form
Current IHCD FPOS Intermediate (cert)		✓	Application Form
Manual Handling A-E (cert)	✓		Application Form
Medical Gases (cert)	✓		Application Form
Current FAW (cert)	✓		Application Form
Current driving licence	✓		Application Form
Operational Driver Assessed (SJA Policy)	✓		Application Form
Safeguarding	✓		Application Form
Spine Board	✓		Application Form
Infection Control	✓		Application Form
Conflict Resolution	✓		Application Form
IAM or IHCD driving (cert), minimum of 2 years blue light driving experience		✓	Application Form
Enhanced Regulated Adult & Children Barring List	✓		Application Form

Skills, knowledge and abilities			
Excellent communication skills and able to communicate with variety of people.	✓		Application Form & Interview
Demonstrated ability to work in an Emergency ambulance environment.	✓		Application Form & Interview
Ability to accurately complete paperwork to exacting standards.	✓		Application Form
Ability to deliver a high quality patient experience and ensure customer satisfaction at all times.	✓		Interview
Ability to work as a team and also to use own initiative when necessary.	✓		Interview
Ability to work calmly and effectively in difficult situations.	✓		Interview
Ability to Navigate using maps and a reasonable knowledge of Wales and UK.	✓		Interview
Good verbal and written English.	✓		Application Form