

Job Description

Title: Emergency Medical Assistants

Band: 2

Reports to: Operations/Service Manager

Job Summary:

To provide support to the clinical teams within the Urgent Care Group transferring and escorting patients, ensuring an efficient, effective, and high-quality service is provided. This role will require the daily completion of the ED Checklist, which incorporates the checking on linen trollies, the cleanliness of our wheelchairs and beds as well as urgent runs to labs.

The role includes working as part of a team on a monthly rota which runs 24 hours a day, seven days a week, 365 days a year.

The role is across the Emergency Department and Acute Medical Unit and includes: -

- Transfer and escort patients between units and around the hospital.
- Assist the clinical and operational team to facilitate the smooth running of both the Urgent Care departments on a daily basis.
- Ensure bed/trolley stock available and are ready to use and ensure they are clean at all times.
- Work in ED and AMU on a daily basis, whilst fostering a safe and efficient environment for patients, staff and visitors.
- Assist the safe transfer of patients to and from radiology and scanning.

Key Responsibilities:

Trust Organisational Expectations

- Proactively and positively contribute to the successful overall performance of the Trust.
- Deliver excellent levels of customer service to all patients/visitors and staff at the Trust.
- Develop effective ways of working and create strong partnerships and relationships with all stakeholders to support the implementation of the Government's policies on Health.
- Develop an organisational culture that fosters collaborative working among all staff groups, to ensure a focused commitment to delivering quality services and outcomes.
- Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.
- Support the Trust culture of collaborative, flexible cross-team working and commitment to delivering quality services and outcomes, which support the Government's policies on public health.
- In compliance with the Trust's practices and procedures associated with the control of infection, you are required to:
 - Adhere to Trust Infection Control Policies assuring compliance with all defined infection control standards at all times.
 - Conduct hand hygiene in accordance with Trust policy, challenging those around you that do not.

- Challenge poor practice that could lead to the transmission of infection.

Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.



Shared Core Functions

- Provide a high-quality service and oversee comprehensive administrative and/or secretarial support for a function, programme or project with the focus being on delivering excellent customer service as a front line of the team.
- Deliver discrete administrative work to the specification of the Department/Section, on time and within budget.
- Liaison with other senior personnel and their support personnel for close co-ordination of diverse aspect of work.
- Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
- Work with those you support to develop a collaborative working partnership, which positively contributes to their overall efficiency & role performance.
- Proactively identify additional support services which would increase the efficiency of those you support and instigate these activities in agreement with your executive / team.
- Maintain and improve your knowledge & understanding of the health service arena; including health systems, policy support and current issues.
- Engage with external clients/partners/stakeholders (e.g. Patients, Health practitioners, individuals and representatives bodies) to gain their necessary level of contribution & commitment to the successful delivery of your work.
- Increase the level of guidance knowledge & skills within the Trust through documenting key learning and supporting others to develop their abilities.

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- Dissemination of knowledge through engagement in writing and/or typing reports, data capture and other administrative documentation and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.

Specific Core Functions

- To provide the safe transfer of patients to and from ED and AMU, as well as internally within the urgent care departments and through the hospital as required.
- Transfer and return patients from Resus, Trauma and urgent patients to CT as directed by the senior management team.
- Support with completing AMU X-ray runs as directed by the senior management team.
- To assist with patients' needs during transfer, under the direction of clinical staff.
- Transferring both ED and AMU patients to Rose Cottage (Mortuary)
- Blood gas samples for testing to other machines, if these are not working in the Emergency Department.
- Delivery of hospital beds to the Emergency Department and other areas of the hospital when required.
- To assist the clinical and operational team to facilitate the smooth running of both the Care Group departments on a daily basis.
- Contributing to the daily throughput of the department in conjunction with the Medical and Nursing staff by ensuring that all patients are moved quickly and safely.
- Liaising with ED and AMU staff and Coordinators to arrange the transportation of patients through the department.
- To wear a headset at all times to ensure prompt and appropriate dialogue and response.
- To observe all manual handling criteria.
- To be trained on Basic Life Support.
- To be able to relate to all manner of patients with understanding and care, respecting their privacy and dignity, to provide a caring and confidential service.
- To have a flexible approach and assist generally with any other relevant duties as requested. (Healthcare provision takes place in a constantly changing environment, and the patient transfer EMA role will be reviewed and may be amended from time to time to reflect the changing need of the service.)
- To maintain cleanliness and tidiness of trollies within the departments.
- To maintain cleanliness and tidiness in and around department should the need arise.
- Assist with general tidiness and cleanliness across ED and AMU.
- Transfer of Samples to the Lab at times when other transportation is not possible.
- Retrieve and clean equipment belonging to both departments.
- Transporting medical notes with patient across the department.

Service Delivery & Development

- To be able to use the Headset to manage workload.
- Help promote and ensure the best available departmental environment for patients, visitors and staff.
- To support the training of new staff.

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- Responsible for the training of new staff within the team, taking them through all of the steps the role entails.

Management of Self

- To undertake all statutory training
- Trust Induction Programme
- Departmental induction programme
- Health & Safety
- Manual Handling
- Basic Life Support
- Fire
- Resuscitation
- To maintain own level of competence through continuing professional development through participation in internal and external development opportunities.

Communication

- To develop and maintain appropriate intra and interdepartmental communication channels.

Physical Effort & Working Conditions

- Have regular exposure to distressing or emotional situations on a daily basis e.g. being in the vicinity of terminally ill or badly injured patients.
- Have occasional exposure to highly distressing situations e.g. severe trauma cases, cardiac arrest.
- Have frequent exposure to body fluids e.g. blood, urine etc. and infection risks, and occasional exposure to fleas/lice.
- Be required to position and manoeuvre patients and equipment on a daily basis. In any clinical situation, patients may be ambulant, in a wheelchair or on a bed or stretcher. Transfer to trollies and/or beds and/or chairs is essential.
- Movement of wheelchairs, stretchers/beds over short distances throughout the working period is required

Health & Safety

- To wear appropriate Personal Protective Equipment (PPE) as required
- Monitor performance of all associated equipment and act upon all reported potential and actual faults and hazards.
- Report and take appropriate action where necessary/possible, to deal with all undue events with a potentially adverse outcome in keeping with the Department and Trust incident reporting policy.
- The post-holder will be responsible for the appropriate health, safety and welfare matters affecting themselves, patients, visitors, professional and non-professional authorised staff within a designated, controlled or supervised area within the Trust.

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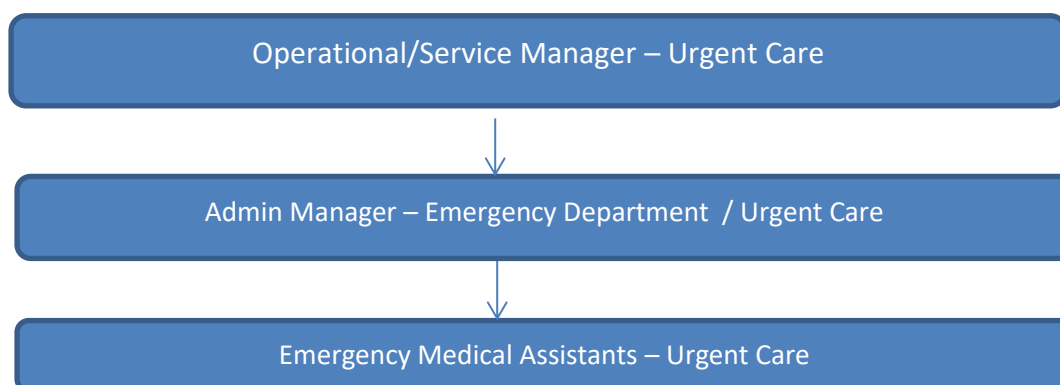


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Organisational Chart



Person Specification

Qualifications

Essential

- Educated to GCSE standard or equivalent.
- Working with people within a caring setting.
- Experience of working within a high visibility customer facing environment.

Desirable

- Experience of working in an NHS Trust/health care environment.
- To be articulate in expressing ideas.
- Previous experience in a front facing role.
- NVQ II training or equivalent experience.

Skills and Knowledge

- Good organisational skills.
- Ability to work as part of a team and independently.
- Ability to liaise with staff at all levels.
- Ability to prioritise and plan workload.
- Knowledge of dealing with highly sensitive / patient confidential information.
- Excellent verbal and written communication skills.
- IT skills.

Personal Qualities

- Ability to cope with occasionally unpleasant working conditions and exposure to acute complex situations, anxious and distressed patients and relatives and care of the seriously or terminally ill.

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- Skill in working with cross-functional teams.
- Ability to act and ensure delivery.
- Responsible and flexible attitude and approach.
- Ability to juggle many priorities at one time, whilst remaining calm.
- Self-motivated and motivation to meet the patients' needs
- Ability to demonstrate confidentiality and trustworthiness

TRUST VALUES

Quality of Care (Trust Value)

- Demonstrate an understanding of the importance of quality of care
- Accountable

Respect and Dignity (Trust Value)

- Respects the privacy and dignity of individuals
- Demonstrate an understanding of equal opportunities

Working together (Trust Value)

- Ability to work efficiently, effectively and professionally in a multidisciplinary team
- Demonstrate that you value everyone's contribution

Efficiency (Trust Value)

- Understanding and experience of improving efficiency and reducing waste
- Demonstrate that you will be open to improving everything you do

Author: Brad Archer – Emergency Department Service Manager

Employee Name:

Date:

Signature:

Manager Signature:

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