



We are looking for enthusiastic and motivated PTSW, to join our team.
You will be able to:

- Work as an effective team member
- To support staff in the delivery of patient focused care
- Demonstrate effective communication skills
- Be committed to personal development
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HOURS :	Adhoc
Salary : to be	arranged

Responsible to: Operations Manager

Accountable to: Team Leaders

JOB SUMMARY

- Work in support of and under the direction of senior staff, providing care and assistance to patients within defined parameters
- Record patient information and driving records.
- Provide basic patient care and document that care on the accompanying job sheet.
- Provide basic documentation for vehicle and equipment defects and follow procedures in place.

KEY WORKING RELATIONSHIPS:

- OPERATIONS MANAGER
- TEAM LEADERS
- SUPERVISORS
- OTHER SUPPORT SERVICES

ROLES AND RESPONSIBILITIES

- Work effectively with colleagues in order to achieve the desired outcome that promotes the well-being of service users.
- Determine the comfort of service users by talking and listening to them and building up a rapport.
- Ensure that all care provided by your self is documented on the accompanying job sheet.
- Recognise changes in service users condition
- Instigate emergency procedures e.g. CPR.
- Ensure dignity and privacy and that individual needs are met.
- Assist in ensuring that effective channels are used to canvas the views and concerns of all service Users.
- Responsible for high standards of cleanliness and follow all guidelines set by infection control policy.
- Undertake training and practice of agreed competencies.
- To be mindful of the welfare and safety of vulnerable adults and children.

MAINTAINING THE ENVIRONMENT

- Assist in monitoring and maintaining cleaning standards in the ambulance depot and on board the vehicles.
- Keep all areas and vehicles safe, clean and tidy, conveying an appearance of a well-cared for, friendly and inviting environment, e.g. remove clutter, tidy notice boards.
- Carry out spot cleaning to ensure spillages are dealt with swiftly and efficiently.
- Keep all areas around service users, transport aids clean and tidy.
- Respect the privacy and dignity of patients whilst carrying out housekeeping duties.
- Maintain the safety of other people's property.
- Clean and prepare stretcher, chairs ready for transportation and handle linen appropriately.
- Remove all waste/rubbish from vehicles.
- Ensure that all waste is stored in the correct manner according to infection control.
- Co-ordinate the specialist cleaning of surfaces and furnishings.
- Report any deficits in the appropriate book and escalate to the Control/Line Management.
- Ensure general and specialist equipment is cleaned to the highest standards.
- Ensure that all areas are cleaned appropriately once the service user has vacated the vehicle.
- Clean and check oxygen and suction equipment and report any deficits.



GENERAL DUTIES

- Carry out daily checks of vehicles, such as horn, lighting, and complete appropriate checklist.
- Report any deficits in the appropriate book and escalate to the Control/Line Manager.
- Receive and pass on information to others maintaining confidentiality.
- Provide clerical support as required.
- Maintain and update paper based records and information as required, use of computer/PDP systems.
- Respond to initial complaints taking appropriate action as required.
- Assist with the training of new PTSW into company routines to achieve required standards.

CLINICAL GOVERNANCE

- Participate in the company Appraisal and Personal Development Plan process by identifying your own development needs and agreeing development plans for these needs with a clinical supervisor/mentor.
- Ensure awareness of when and how to report untoward incidents and how to respond appropriately with service users or relatives and other outside agencies complaints.
- Ensure that your practice is safe and appropriate at all times.
- Ensure your required mandatory and competency based training is kept up to date.
- Ensure that your own actions support equality, diversity, rights and maintain equality.
- Participate in the continual development of healthcare standards and service development.

This job description is not exhaustive and will be reviewed and amended with the post holder when necessary.

TERMS AND CONDITIONS

This post will be subject to the terms and conditions of North West Private Ambulance Liaison Services Ltd.

CONFIDENTIALITY

Information relating to service users, employees and other outside agencies must be treated in the strictest confidence. Under no circumstances should such information be discussed with any unauthorised person/s or organisations.

HEALTH AND SAFETY

The Health and Safety at Work Act stipulates that it is the responsibility of each employee to observe all rules governing safety and conduct, and as such, safety equipment and Personal Protective Equipment provided must be used.

INFECTION CONTROL

NWPALS is committed to protecting the health of all staff, service users, and other outside agencies. As such all staff are personally responsible for compliance with our infection prevention and control policies. Failure to do so may lead to disciplinary action.

MANUAL HANDLING

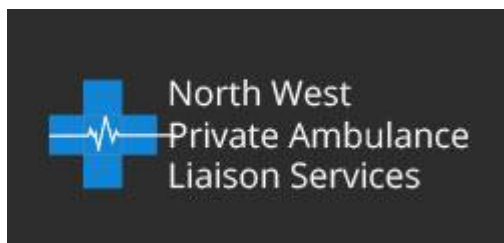
The post holder will be provided with adequate training in correct lifting techniques by a recognised instructor.

EQUAL OPPORTUNITIES

NWPALS is pledged to equal opportunities for all and is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, marital status, age, race, colour, sexual orientation, creed, nationality, ethnic origin, or disability.



No	Description	Essential	Desirable	How measured
1	SKILLS a) Ability to communicate clearly and effectively (to understand and be understood). b) Can complete documentation in a legible manner. c) Good basic hand hygiene skills. d) Ability to work as part of a team, as well as on own initiative or with minimal supervision. e) Has a clean driving license. f) If not clean driving license, a maximum of 6 penalty points	Yes Yes Yes Yes	Yes Yes Yes Yes	Interview & Application form Interview & Application form Interview & Application form Application form Application form Application form
2	KNOWLEDGE a) Good general education. b) Basic literacy skills and numeracy skills. Basic I.T. skills c) Has a relevant qualification to the care service industry. d) Can describe the type of work a PTS worker is likely to be undertaking in broad terms. e) Holds a current First Aid Certificate.	Yes Yes Yes Yes	Yes Yes Yes Yes	Application form Application form & interview Application form Interview Interview
3	EXPERIENCE a) Must be 25 or more to meet the insurance requirements. b) Has worked in a related industry to the care sector. c) Has driven vehicles (Transit van or larger) in keeping with the role of a PTS worker. d) Can produce evidence of a minimum of 2 years driving on motorways. e) Demonstrates the skills required to safely drive an ambulance on all road types. f) Can safely reverse an ambulance.	Yes Yes Yes Yes Yes	Yes Yes Yes	Application form Application form Interview & Application form Interview Driving assessment Driving assessment



No	Description	Essential	Desirable	How measured
4	<p>ATTITUDE</p> <p>a) Has a positive attitude towards management.</p> <p>b) Can explain the need for confidentiality in the role.</p> <p>c) Demonstrates an understanding of the need to maintain accurate records.</p> <p>d) Willingness to undertake courses.</p>		<p>Yes</p> <p>Yes</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
5	<p>PERSONAL QUALITIES</p> <p>a) Adaptable to the changing needs of the service.</p> <p>b) Self-motivated, enthusiastic, innovative and flexible.</p> <p>c) Approachable.</p> <p>d) Diplomatic</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>interview</p>

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 Implementation date 29/01/2016
 Review date 29/01/2018