



## M&L Ambulance Service Role Specification

<b>Job Title:</b>	PTS Driver/Ambulance Person	<b>Job Holder:</b>	Various
<b>Department:</b>		<b>Commence:</b>	
<b>Reports To:</b>	Site Manager	<b>Location:</b>	Various

### PURPOSE OF ROLE

1. To convey certain non-emergency patients to and from their designated appointments in a safe, effective and efficient manner.
2. Providing assistance and service to the patient in a caring and respectful way, and ensuring that they arrive at their destination in a safe and timely fashion.
3. To provide the service in a vehicle which reflects the core values of the Company in that it will be clean, safe and sufficiently equipped.

### KEY ACCOUNTABILITIES

1. To provide a professional and caring service to patients for the duration of the journey from the point at which they are collected, securing the patient in the vehicle, throughout the journey and through to dropping the patient off at the end of the journey.
2. To, at all times, consider the safety of the patient, and ensure that necessary safety precautions are taken to minimise risk.
3. Follow standard company procedures (SOP's) for the collection, transport and delivery of the patient to their planned destination.
4. To drive vehicles in a safe manner which complies with the highway code, company policy and driver training procedures.
5. Ensure driving is done efficiently and any incidents are correctly reported.
6. Ensures that vehicles are hygienically cleaned and in good repair with all supplies, strapping and communication equipment in good working order.
7. To ensure that their contribution to the efficiency of the team effort is maximised at all times.
8. Ensure that all tasks and activities are carried out in terms of existing Standard Operating procedures, Health and Safety Policies and Procedures and training provided
9. To ensure that personal presentation comply with uniform policy at all times.
10. To ensure that professional skills and knowledge are maintained through attendance at all relevant training programmes.

### JOB CONTENT - broad list of tasks which would include but not be limited to:

1. On collection, assess that patients can access vehicle, advising control, supervisor or manager where a different resource is required;
2. Provide appropriate and necessary assistance for patients to access vehicles.
3. Ensure that patients have all relevant and necessary paperwork, medication etc. required for attendance at appointment;
4. When collecting from home, check that the patients property is properly secured on leaving and that the patient has means of entry back into the property on return;
5. Demonstrate care and understanding for patients even when patients or their carers may be confrontational or distressed;
6. Giving patients and others advice and guidance about the process of PTS, reassuring patients when they are anxious about meeting appointment times etc;
7. Taking personal action to resolve patients issues of concern or complaints; or where this is not

- possible advising patients or carers on who to contact next;
8. When dropping off patients following their appointments, ensuring that the patient is left in a safe and secure environment;
  9. Recording journey information such as deterioration in patients health, accidents involving patients or any abusive/threatening behaviour, on the Journey Record Sheet and /or Incident report Form, or other service documentation as necessary;
  10. Providing Basic Life Support where necessary on running calls in line with M&L Ambulance Service training until relieved by appropriate A&E crews.
  11. Review planned journeys to optimise routes, maximising both fuel efficiency and loading capacity of vehicles whilst complying with any expected standards for patient care and timeliness;
  12. Abide by the highway code and laws pertaining to driving;
  13. Apply the driving standards set out in the M&L Ambulance Service Policy and during LAS driver training;
  14. Report any accidents or near misses as set out in the Incident Reporting Procedure via Incident Report form.
  15. Carry out daily vehicle inspections
  16. Regular cleaning of vehicle; maintaining hygiene of vehicle in the event of any patient spillage (e.g. bodily fluids), in line with the M&L Ambulance Service Infection Control policy.
  17. Report vehicle defects to the On Site Manager or any other nominated person
  18. Check and replace, where necessary, First Aid supplies ensuring it is sufficient for daily operation.
  19. Check that the mobile telephone and hands free kit is fully operational.
  20. Ensure that all straps, seatbelts and securing equipment for patients are available and fit for use.
  21. Present themselves for duty in the uniform supplied and in accordance with the M&L Ambulance Service Dress Code, including official identification badges.
  22. In carrying out their duties, the post holder will be required to work on their own, planning and prioritising collection and drop of patients in an efficient manner. However they will work as part of a wider team coordinating their work with others at contract, regional or organisational level, helping to meet the goals and standards expected of all PTS employees.

**SKILLS, KNOWLEDGE & EXPERIENCE**

ESSENTIAL	DESIRABLE
<ol style="list-style-type: none"> <li>1. Good interpersonal skills, with a caring and polite manner able to deal with the public.</li> <li>2. Relate to people from different cultures</li> <li>3. Ability to work in a team</li> <li>4. Ability to plan efficient and economical routes and keep to schedules</li> <li>5. Good verbal and written communication skills</li> <li>6. At least 1 years driving experience in central London</li> <li>7. Full British driving licence no more than three penalty points</li> <li>8. No previous convictions for driving under the influence of alcohol</li> <li>9. Good level of physical fitness including eyesight</li> </ol>	<ol style="list-style-type: none"> <li>1. Dealing with the elderly or infirm in a voluntary or paid capacity</li> <li>2. Stable work record</li> <li>3. Proven interest in care work</li> </ol>

**COMMUNICATION AND WORKING RELATIONSHIPS**

1. All PTS Managers, Control Staff, Drivers, A&E staff and Managers.
2. Patients, Patient Carers and all other members of the public who come into contact with the Service.
3. Transport Manager and all other hospital staff, other individuals who either work or have an association with the organisation.



## **M&L Ambulance Service**

### **Criteria for Employment as an Ambulance Driver**

Ambulance drivers must have good driving and manual handling skills. They must be able to cope with a difficult and demanding job. Therefore before anyone can be considered for employment, they must be able to satisfy the following criteria:

- Be a minimum of 25 years of age. This is for insurance purposes.
- Be able to communicate effectively with people from different cultures.
- Be healthy, with no current health concerns or medical conditions that could exclude them from ambulance driving.
- Have a good basic level of education. You must be able to demonstrate that you could pass any relevant training. This could also include an aptitude test if selected for interview.
- Have good eyesight, this could be tested to the standard for a p.c.v licence, and must not suffer from colour blindness.
- Have a full current British driving licence, held for a minimum of two years, with a maximum of three points. You must have no convictions for driving while under the influence of alcohol – current or previous.
- Candidates must be physically fit and able to pass a medical assessment to the standards required for a p.c.v licence.
- Candidates must be able to read a map and be able to translate that reading into driving skills.
- Candidates must be able to work as part of a team as well as under their own initiative.
- Candidates should bear in mind that they may be required to work at any of our bases at any time, and that their hours of work must remain flexible as the working day ends when the relevant On–Site Managers are satisfied all patients are home safely.



## M&L AMBULANCE SERVICE

### **A brief guide to the terms and conditions of Ambulance Drivers**

- Salary:** - Available on request, may vary according to role, hours worked and duties performed. Normally as per the advertisement.
- Hours:** - Ambulance Drivers 45 hrs working week with one hour unpaid meal-break. Hours dependent on duties but all staff must be flexible to ensure all patients are conveyed home.
- Location:** - You will be informed of your location at interview. Anyone wishing to transfer sites later may apply to do so but no guarantees can be given. The company reserves the right to alter your location dependant on work patterns and customer requirements.
- Annual Leave:** - 28 days per annum which includes the usual eight bank holidays.
- Training:** - All relevant training will be provided which prospective staff **must** pass.
- Vehicles:** - Whilst on duty you will have the use of a company vehicle. Depending on your location you take the vehicle home **but it is not to be used for personal reasons whatsoever (unless prior permission has been given by the fleet manager or a director and this will be in emergencies only)**. You will be responsible for the cleanliness of your vehicle at all times and failure to keep it clean could lead to disciplinary proceedings.
- Accidents:** - Anyone involved in an accident must get full details of any other parties and the accident must be reported to the Fleet Manager immediately. If the accident is deemed to be your fault, you may be liable for the insurance excess. This will be deducted in monthly instalments from your salary. Anyone having three blameworthy accidents may face disciplinary proceedings.
- Sick Pay:** - The Company does not pay sickness except Statutory Sick Pay (SSP). Absenteeism will be monitored and managed in line with the company Disciplinary and irregular attendance procedure.
- Pensions:** - The Company does not currently offer a pension scheme but encourages all staff to participate to a pension scheme, information packs are available. The company will review its pension policy inline with any new legislation.
- Service:** - All staff will be taken on a six-month probationary period to ensure that they reach the required standard.

**This is not intended to be a full list of terms and conditions. These can be found in the staff handbook that will be issued to all employees.**