

# Job description

St John  
Ambulance



Job title:	Emergency Transport Attendant (ETA)
Duration:	Six month fixed term contract
Location:	Hertfordshire
Reporting to:	Patient Transport Services Coordinator
Accountable to:	County Executive Officer
Salary:	Competitive rate
Hours:	Flexible working pattern dependent on rota requirements, Monday to Sunday inclusive. Working days will include bank holidays.

## Job summary

### Scope

The execution of emergency and non-emergency transport duties arising from the everyday activities of St John Ambulance – Hertfordshire and its customers, while complying with the organizations protocols for patient care.

### Organisational status

Member of the Patient Transport Service Department, St John Ambulance, Hertfordshire, working within a small team.

### Job purpose

The transportation of ambulant, non-ambulant and stretcher patients, who require a responsive level of care and assistance, providing emergency aid, where appropriate and within the scope of practice, in order to preserve life, prevent further injury or deterioration and promote recovery.

## Main duties and responsibilities

### Principle duties

- To transport and to attend to patients and clients within the care of St John Ambulance in accordance with policies and procedures
- To ensure that the ambulance vehicle and its equipment and consumable stock is in operational readiness at all times and to report any defects immediately to the Patient Transport Coordinator in accordance with stated policy and procedure
- To actively participate in stringent cleaning routines on vehicles, equipment and areas of the garaging and parking facilities to ensure effective infection control standards are adhered to
- To be accountable for basic vehicle maintenance in accordance with the vehicle check procedure dictated by the vehicle check sheet



- Work in accordance with the Health & Safety legislation as outlined in St John Ambulance policy and procedure documentation
- To observe and abide by St John Ambulance policies and procedures for the time they are in force
- Conduct the role in a professional, caring and compassionate manner ensuring a high level of customer and patient care is provided at all times
- To maintain the professional image of St John Ambulance Patient Transport Service.

#### Principle responsibilities

- The Emergency Transport Attendant will have responsibility to the Patient Transport Coordinator for:
  - The provision of patient management and emergency and non emergency treatment up to the post holder's assessed ability including care and oxygen therapy
  - Recognising the need for advanced treatment and to summon help accordingly, or if no help is immediately available, managing the patient's treatment to avoid further deterioration by providing correct and timely clinical interventions within the scope of practice
  - The awareness of the patient's social and environmental condition and report any matters of concern to the appropriate person or body
  - The provision of First Aid and emergency care in the event of any emergency or incident that the post holder may come across whilst on routine work
  - Driving ambulance vehicles legally and in accordance with the driving policy while demonstrating consideration for the comfort and safety of the patient, vehicle sympathy and consideration for other road users
  - Complete Patient Report Forms and other relevant documentation, fully and accurately
- Undertaking the work rota in a flexible manner and to provide out of hours cover if required with notice given
- As requested, undertaking any other duties/responsibilities, which are considered to be relevant to the post at the request of the Patient Transport Service Coordinator

#### Training & development

The post holder will be required to undertake a programme of continual professional development to continually increase the standard of care to patients and flexibility to customers of St John Ambulance.



#### Performance review

The post holder will have their performance reviewed on a regular basis by the Patient Transport Service Coordinator.

NB: This post is exempt from the Rehabilitation of Offenders Act 1974. Applicants must be prepared to disclose any convictions/cautions they may have and any orders which have been made against them.

#### **Review of this description**

This job/role description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of St John Ambulance. This job/role description is to be reviewed in conjunction with the post holder on an annual basis as part of the appraisal process. It is expected that the post holder will be as positive and flexible as possible using this document as a framework.

Initials and date of preparation: LB/GC 05/2011