

NATIONAL PROFILES FOR AMBULANCE

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Note:

The following profiles have been withdrawn.

Profile Title	AfC Banding	Date of Publication
Ambulance Paramedic	5	March 03
Practitioner in Emergency Care/Higher Level Ambulance Paramedic	6	March 03

April 2005

Job Title: (Ambulance) Call Taker/Control Assistant

- Job Statement:**
- 1 Takes emergency calls from members of the public, other emergency services
 - 2 Inputs key information into computerised system; provides advice from protocols
 - 3 Dispatches one or more ambulances to emergency by radio control

Factor	Relevant Job Information	JE Level
Communication & Relationship Skills	Persuasive skills, barriers to understanding Exchanges condition related information with callers: gives advice, empathy & reassurance	3(a)
Knowledge, Training & Experience	Range of procedures, formal training Procedures for responding to calls, use of medical protocols: training to Medic 2 equivalent level	2
Analytical & Judgemental Skills	Facts requiring analysis Skills for assessing emergency calls to determine which protocol to follow	2
Planning & Organisational Skills	Organises own tasks Response job, plans own time	1
Physical Skills	Skills obtained through practice Dexterity, co-ordination & sensory skills for use of keyboard to input information	2
Responsibility for Patient/Client Care	Provides basic clinical advice Takes calls, provides advice from protocols	3 (c)
Responsibility for Policy/Service Development	Follows policies, may comment	1
Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment Use of computer equipment	1
Responsibility for Human Resources	Demonstrates own activities to others Demonstrate duties to new staff, short periods	1
Responsibility for Information Resources	Processes information Inputs patient information to computer system	2 (a)
Responsibility for Research & Development	Occasionally participates in equipment testing	1
Freedom to Act	Well established procedures, supervision close Supervisor always available, ongoing quality assurance	1
Physical Effort	Frequent requirement for sitting in restricted position for substantial proportion of time Sits at keyboard or radio most of each shift	2 (a)
Mental Effort	Frequent requirement for concentration, work pattern predictable Takes calls, response job	2 (a)
Emotional Effort	Frequent distressing; occasional highly distressing circumstances Calls concerning patient problems	3 (a) (b)
Working Conditions	Use VDU equipment more or less continuously on most days	2 (e)
JE Score/Band	JE Score 181	Band 2

Job Title: Patient Transport Services (PTS) Driver

- Job Statement:**
- 1 Collects patients and escorts to vehicle
 - 2 Drives vehicle to and from hospitals, clinics, departments
 - 3 Escorts patients to appropriate clinic or department

Factor	Relevant Job Information	JE Level
Communication & Relationship Skills	Persuasive skills, barriers to understanding Exchanges condition related information with patients, relatives, empathy & reassurance	3(a)
Knowledge, Training & Experience	Range of procedures, induction training Procedures for collecting and conveying patients; training over weeks	2
Analytical & Judgemental Skills	Straightforward job related facts Responds to route, appointment problems	1
Planning & Organisational Skills	Planning & Organisational Skills Plans route, adjusts for road, traffic conditions	2
Physical Skills	Skills acquired through practice Dexterity, co-ordination & sensory skills for driving	2
Responsibility for Patient/Client Care	Provides basic care to patients Provides transport, escort services	3(a)
Responsibility for Policy/Service Development	Follows policies, may comment	1
Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment Responsible for vehicle & equipment	1
Responsibility for Human Resources	Demonstrates own duties to others May demonstrate duties to new staff	1
Responsibility for Information Resources	Records personally generated information Maintains records	1
Responsibility for Research & Development	Little or no responsibility	1
Freedom to Act	Standard operating procedures, supervision available Supervision available by radio	2
Physical Effort	Frequent requirement to exert moderate effort for several short periods during shift Lifts, pushes & pulls patients several times, daily	3(c)
Mental Effort	Frequent requirement for concentration, work pattern predictable Drives patients, daily schedule	2(a)
Emotional Effort	Occasional distressing circumstances Patients with serious or disfiguring injuries	2
Working Conditions	Occasional unpleasant conditions; frequent requirement to drive	2(a)(c)
JE Score/Band	JE Score 181	Band 2

JOB TITLE: PATIENT TRANSPORT SERVICES (PTS) PATIENT/CARER HIGHER LEVEL

JOB STATEMENT:

- (1) To transport patients to and from hospital for appointments and treatment
- (2) To assist patients when required, i.e. administration of medical gases, lifting, carrying, transferring.

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive routine information requiring tact or persuasive skills; barriers to understanding Reassure confused, distressed patients, relatives/ carers	3 (a)
2. Knowledge, Training & Experience	Understanding of a range of work procedures Knowledge of patient vehicle driving, CPR, first aid, basic physiological knowledge; on the job training plus experience	2
3. Analytical & Judgemental Skills	Judgements made involve straightforward job related facts or situations Undertake risk assessment, assess patient conditions; decisions on how certain patients need to be moved	2
4. Planning & Organisational Skills	Planning and organisation of straightforward tasks and activities Plan routes, order of drop-off and/or pick-up	2
5. Physical Skills	Advanced driving Multipurpose ambulance driving	3 (a)
6. Responsibility for Patient/Client Care	Provides personal care Provide a transportation service to patients; may administer medical gases	3 (a)
7. Responsibility for Policy/Service Development	Follow policies in own role Follows all service policies and protocols set by the service	1
8. Responsibility for Financial & Physical Resources	Regularly handles patients' money and valuables; Responsible for safe use of equipment; Responsible for maintaining stock control Hands over patients money and valuables to staff at care homes; daily vehicle checking; stock up on first aid supplies; check oxygen cylinders and replace as necessary	2 (a) (b) (c)
9. Responsibility for Human Resources	Day to day supervision Supervises a small team of patient carers	2 (a)
10. Responsibility for Information Resources	Process own time sheets or work records Completes assignment sheets, vehicle check records, sickness, overtime and accident reports.	1
11. Responsibility for Research & Development	Undertakes surveys or audits as necessary to own work	1
12. Freedom to Act	Standard operating procedures, supervision available Works on own initiative, supervisor available	2
13. Physical Effort	Frequent requirement to exert moderate physical effort for short periods/Occasional requirement for intense physical effort Push, pull and lift patients in beds, trolleys and wheelchairs for most of the shift/Lifting patients on stretchers and carry-chairs in and out of houses and up and down stairs	3 (c) - 4 (c)
14. Mental Effort	Frequent requirement for concentration; predictable work pattern Concentration is required when driving a vehicle, administering medical gases, transporting patients	2 (a)
15. Emotional Effort	Frequent exposure to distressing or emotional circumstances Taking terminally ill patients to hospital, hospices; transporting patients with behavioural problems; transferring sick babies	3 (a)
16. Working Conditions	Frequent exposure to unpleasant working conditions/Occasional/Frequent exposure to highly unpleasant working conditions/Some exposure to hazards Daily exposure to dirt, dust and smells/Occasional/Frequent exposure to body fluids; vomit/Exposure to physically aggressive patients	3 (a) (b) - 4 (a) (b)
JE Score/Band	JE Score 228 - 240	Band 3

Profile label**Ambulance Practitioner****Job Statement:**

1. Responds to emergency, urgent and routine calls, delivers treatment
2. Undertakes emergency driving; lifts and carries patients
3. Undertakes daily vehicle checks, check and re-stock equipment and supplies

Factor	Relevant Job Information	JE Level
1. Communications	Provide and receive complex, sensitive information; barriers to understanding Communicates condition related information to patients/clients, relatives and clinical staff; requires empathetic and reassurance skills	4a
2. Knowledge Training and Experience	Range of work procedures and practices, base level theoretical knowledge Knowledge of procedures for emergency and other situations; acquired through training for IHCD technician qualification or equivalent	3
3. Analytical and Judgement	Range of facts or situations requiring analysis, comparison of range of options Assesses situation, decides courses of action in accordance with guidelines and protocols	3
4. Planning and Organising	Organise own day to day work tasks or activities Plans, organises own tasks/ plans, organises on-scene activities	1-2
5. Physical Skills	Developed physical skills, manipulation of objects, people; narrow margins for error; highly developed physical skills, accuracy important, manipulation of fine tools, materials Dexterity, co-ordination & sensory skills for driving, lifting & moving patients, clinical procedures e.g. intra-muscular injections while moving	3(a) (b)
6. Patient Care	Implement clinical care, care packages/ provide advice in relation to care Assesses and delivers emergency and medical treatment within clinical guidelines; provides advice to patients, carers	4(a) (c)
7. Policy and Service Development	Follow policies in own role, may be required to comment Follows ambulance service policies, may comment on proposals for change	1
8. Financial and Physical Resources	Handle cash, valuables; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of ambulance & equipment	2abce
9. Human Resources	Demonstrate own activities to new or less experienced employees May demonstrate own duties to new members of staff, including students	1
10. Information Resources	Record personally generated information Keeps records of emergency and other treatment, incidents	1
11. Research and Development	Complete surveys or audits as necessary to own work Completes e.g. staff surveys, occasionally involved in equipment trials, clinical audits	1
12. Freedom to Act	Standard operating procedures, someone available for reference Works within relevant emergency medical treatment protocols and procedures, advice is available from more senior healthcare practitioners	2
13. Physical Effort	Occasional/ frequent intense effort for several short periods Lifting and carrying patients/clients in limited physical space	4c-5b
14. Mental Effort	Frequent concentration, work pattern pattern/unpredictable Concentration on driving, delivering emergency medical care/ may be switched to other emergency situations	2a-3a
15. Emotional Effort	Occasional trauma; frequent highly distressing or emotional circumstances Arriving at and dealing with e.g. families at the scene of accidents	4ab
16. Working Conditions	Considerable exposure to hazards Unavoidable exposure to physically dangerous situations on a regular basis	5
JE Score/Band	JE Score 292-313	Band 4

Profile label:
Job Statement:

Ambulance Practitioner Specialist

1. Responds to emergency, urgent and routine calls; delivers treatment, including drug therapies
2. Undertakes emergency driving; lifts and carries patients
3. Undertakes daily vehicle checks, checks and re-stocks equipment and supplies

Factor	Relevant Job Information	JE Level
1. Communications	Provide and receive complex, sensitive information; barriers to understanding Communicates condition related information to patients/clients, relatives and clinical staff; requires empathetic and reassurance skills	4a
2. Knowledge Training and Experience	Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge Knowledge of clinical procedures for responding to emergency and other situations, including drug therapy, ECG acquired through training for full IHCD qualification or equivalent theoretical study and experience	4
3. Analytical and Judgement	Range of facts or situations requiring analysis, comparison of range of options Assesses situation, decides courses of action in accordance with guidelines and protocols	3
4. Planning and Organising	Plan and organise straightforward activities, some ongoing Plans, organises on-scene activities	2
5. Physical Skills	Developed physical skills, manipulation of objects, people; narrow margins for error; highly developed physical skills, accuracy important, manipulation of fine tools, materials/ highly developed physical skills, high degree of precision Dexterity, co-ordination & sensory skills for driving, lifting & moving patients, clinical procedures e.g. intra-muscular injections while moving/ skills for advanced clinical interventions e.g. intubation, cricothyroidotomy	3(a) (b)-4
6. Patient Care	Implement clinical care, care packages/ provide advice in relation to care Assesses and delivers emergency and medical treatment within clinical guidelines; provides advice to patients, carers	4(a) (c)
7. Policy and Service Development	Follow policies in own role, may be required to comment Follows ambulance service policies, may comment on proposals for change	1
8. Financial and Physical Resources	Handle cash, valuables; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of ambulance & equipment	2abce
9. Human Resources	Professional/clinical supervision; provide training in own discipline Provides clinical supervision; job training to less experienced members of the care team	2bc
10. Information Resources	Record personally generated information Keeps records of emergency and other treatment, incidents	1
11. Research and Development	Complete surveys or audits as necessary to own work Completes e.g. staff surveys, occasionally involved in equipment trials, clinical audits	1
12. Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Works within relevant emergency medical treatment guidelines and procedures, work is managed rather than supervised	3
13. Physical Effort	Occasional/ frequent intense effort for several short periods Lifting and carrying patients/clients in limited physical space	4c-5b
14. Mental Effort	Frequent concentration, work pattern pattern/unpredictable Concentration on driving, delivering emergency medical care/ may be switched to other emergency situations	2a-3a
15. Emotional Effort	Occasional trauma; frequent highly distressing or emotional circumstances Arriving at and dealing with e.g. families at the scene of accidents	4ab
16. Working Conditions	Considerable exposure to hazards Unavoidable exposure to physically dangerous situations on a regular basis	5
JE Score/Band	JE Score 345-372	Band 5

NOTE: This profile is appropriate to Ambulance Paramedic roles. It is also appropriate to those Ambulance Technician roles requiring knowledge developed to an equivalent level to the full IHCD and carrying out duties as described in this profile.

Profile label:
Job Statement:

Ambulance Practitioner Advanced

1. Responds to emergency and urgent calls; provides advanced clinical interventions, including drug therapies, at scene; may work as sole practitioner; may prescribe within PGD (Patient Group Directive) guidelines
2. Undertakes emergency driving
3. Undertakes daily vehicle checks, checks and re-stocks equipment and supplies

Factor	Relevant Job Information	JE Level
1. Communications	Provide and receive complex, sensitive information; barriers to understanding Communicates condition related information to patients/clients, relatives and clinical staff; requires empathetic and reassurance skills	4a
2. Knowledge Training and Experience	Expertise within specialism underpinned by practical experience Knowledge of procedures for advanced clinical intervention at scene; acquired through diploma level qualification plus additional theoretical study and experience to degree or equivalent level	5
3. Analytical and Judgement	Range of facts or situations requiring analysis, comparison of range of options/Complex facts or situations requiring analysis, interpretation, comparison of range of options Assesses patient situations, decides on courses of action in accordance with guidelines and protocols/assesses complex patient conditions	3/4
4. Planning and Organising	Plan and organise straightforward activities, some ongoing Plans, organises on-scene activities	2
5. Physical Skills	Highly developed physical skills, high degree of precision Highly developed dexterity, co-ordination and sensory skills for advanced clinical interventions e.g. advanced airway management including intubation, cricothyroidotomy, suturing	4
6. Patient Care	Develop programmes of care, care packages/ provide specialist advice in relation to care Provides packages and programmes of emergency and medical care; provides specialist advice to patients, carers	5(a) (c)
7. Policy and Service Development	Follow policies in own role, may be required to comment/ implement policies and proposes changes to practices, procedures for own area Follows policies for provision of medical treatment, may comment on proposals for change/ proposes changes to practices and procedures	1-2
8. Financial and Physical Resources	Handle cash, valuable; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of vehicles and clinical equipment	2abce
9. Human Resources	Clinical supervision; provide training in own discipline Provides clinical supervision, provides job training to less experienced members of the care team	2bc
10. Information Resources	Record personally generated information Keeps records of emergency and other treatment, incidents	1
11. Research and Development	Complete surveys or audits as necessary to own work/Occasionally participates in equipment testing Completes e.g. staff surveys, occasionally involved in equipment trials/clinical audits	1
12. Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Works within emergency protocols and guidelines, work is managed rather than supervised	3
13. Physical Effort	Occasional/ frequent intense effort for several short periods Lifting and carrying patients/clients in limited physical space	4c-5b
14. Mental Effort	Frequent concentration, work pattern pattern/unpredictable Concentration on driving, delivering emergency medical care/ may be switched to other emergency situations	2a-3a
15. Emotional Effort	Occasional trauma; frequent highly distressing or emotional circumstances Arriving at and dealing with e.g. families at the scene of accidents	4ab
16. Working Conditions	Considerable exposure to hazards Unavoidable exposure to physically dangerous situations on a regular basis	5
JE Score/Band	JE Score 400 – 434	Band 6

Job Title:**Ambulance Station Officer (Team Leader)****Job Statement:**

- 1 Responds to emergency, urgent & routine calls as a paramedic
- 2 Monitors staff attendance, deals with staffing & resource issues
- 3 Investigates incidents, deals with complaints

Factor	Relevant Job Information	JE Level
Communication & Relationship Skills	Complex information, persuasive skills, barriers to understanding Communicates condition related information to patients, relatives; empathy & reassurance	4
Knowledge, Training & Experience	Range of procedures and practices, formal training, practical experience Procedures for responding to emergency & other situations	4
Analytical & Judgemental Skills	Complex situations requiring analysis, interpretation, comparison of options Assess major incidents, resources needed	4
Planning & Organisational Skills	Plan & organise complex activities, make adjustments Staff, major incident planning	3
Physical Skills	Highly developed Physical Skills Dexterity, co-ordination & sensory skills for surgical procedures e.g. intubation, tracheotomy	4
Responsibility for Patient/Client Care	Implements care; provides advice Follows care protocols; provides advice	4(a)(c)
Responsibility for Policy/Service Development	Proposes changes to practices Contributes to policy reviews	2
Responsibility for Financial & Physical Resources	Safe use of expensive equipment Safe use of ambulance	2(e)
Responsibility for Human Resources	Day to day supervision of staff Shift/team leader for paramedics, technicians, trainees	2(a)(b)
Responsibility for Information Resources	Records personally generated clinical observations Maintains incident records	1
Responsibility for Research & Development	Occasionally participates in equipment, clinical trials	1
Freedom to Act	Defined occupational policies, work managed rather than supervised Organises work of team; acts as paramedic	3
Physical Effort	Frequent requirement to exert intense effort, several short periods each shift Lifts, pushes & pulls patients several times, daily, in awkward, difficult positions	5(b)
Mental Effort	Frequent requirement for concentration, work pattern unpredictable Responds to emergency situations	3(a)
Emotional Effort	Frequent highly distressing, occasional traumatic circumstances Attends incidents	4(a)
Working Conditions	Considerable exposure to hazards Incidents, aggressive patients	5
JE Score/Band	JE Score 406	Band 6

Job Title: Ambulance Service Area Manager

- Job Statement:**
- 1 Responds to emergency, urgent & routine calls for major incidents
 - 2 Manages area service; monitors staff attendance, deals with staffing & resource issues
 - 3 Investigates incidents, deals with complaints

Factor	Relevant Job Information	JE Level
Communication & Relationship Skills	Complex information, persuasive skills, barriers to understanding Communicates condition related information to patients, relatives; empathy & reassurance	4
Knowledge, Training & Experience	Range of procedures across specialism, underpinned by relevant practical experience Procedures for responding to emergency & other situations, major incidents; management training	5
Analytical & Judgemental Skills	Complex situations requiring analysis, interpretation, comparison of options Assess major incidents, resources needed	4
Planning & Organisational Skills	Plan, organise complex activities, adjustments Staff, major incident planning	3
Physical Skills	Highly developed physical skills Dexterity, co-ordination & sensory skills for surgical interventions e.g. intubation, tracheotomy	4
Responsibility for Patient/Client Care	Accountable for sub-division of clinical service Responsible for area service	6(d)
Responsibility for Policy/Service Development	Proposes changes to practices, wider impact Review policies	3
Responsibility for Financial & Physical Resources	Holds delegated budget Monitors, holds area budget	3(c)
Responsibility for Human Resources	Line management of staff Management of team leaders, paramedics, technicians, trainees in area	4(a)
Responsibility for Information Resources	Records personally generated information Maintains area records	1
Responsibility for Research & Development	Occasionally participates in equipment, clinical trials	1
Freedom to Act	Broad occupational policies, results defined Interpret principles, policies for area	4
Physical Effort	Occasional moderate effort Moves patients when attending incidents	2(d)
Mental Effort	Frequent requirement for concentration, work pattern unpredictable Routine duties interspersed with emergencies	3(a)
Emotional Effort	Occasional traumatic circumstances Attends major incidents	4(b)
Working Conditions	Occasionally drives/is driven in emergency situations; occasional exposure to highly unpleasant conditions Attends major incidents	2(b)-3(b)
JE Score/Band	JE Score 468 - 473	Band 7