

## **Ambulance Care Assistant Job Description**

**Location:** Various London hospitals  
Head Office based in Greenhithe

**Working Pattern:** Flexi shift Monday-Friday with rotational Saturdays - 45 Hours a week

**Rate of Pay:** £11.95 per hour

### **Job Summary**

We are a CQC registered non-emergency ambulance service providing transportation for NHS trust patients, conveying over 400,000 patients every year.

The successful candidate will convey non-emergency patients to and from their designated appointments in a safe, effective, and efficient manner. The individual will ensure the well-being of patients in their care from showing empathy and providing reassurance, through to assessing and monitoring patients' physical wellbeing. Where necessary they will provide medical assistance in line with PTS training provided by SVL Healthcare Services. Full training will be provided.

### **Responsibilities and Duties**

- Provide assistance for patients to access vehicle
- Work in a single or double crew and be able to provide assistance to patients with various mobility classifications
- Ensure that patients have all relevant and necessary paperwork, medication, etc. Demonstrate care and understanding for patients and any medical conditions they may have
- Maintain confidentiality and discretion at all times
- Ensure that when dropping off patients following their appointments/ discharge, they are left in a safe and secure environment
- Inspecting and completing daily vehicle and equipment check
- Check and replace equipment of vehicles
- Comply with the safe systems of work.

### **Person Specification**

- Experience from a patient-focused environment is desirable
- Up to date first aid qualification is desirable - but not essential training to be provided
- Ideally good geographical knowledge of the Southeast London area
- For insurance purposes, the candidate must have at least 2 years of driving experience in the UK on a full driving license with no previous penalties for drink driving or insurance-related convictions (even if these are now spent)
- Must have no more than 6 live penalty points on your current driving license
- Highly patient-focused in attitude with a caring approach.
- Good communication skills.
- Good general education
- Strong work ethic and willingness to go the extra mile to deliver good patient care.
- Able to work both individually and in a team.
- Good written communication skills.
- All successful applicants will be subject to an enhanced DBS disclosure and previous employment referencing

### **Benefits**

- Access to our employee assistance programme
- Eligibility for discounts with retailers and travel agents; online and on the high street
- Refer a friend scheme
- Employee of the month scheme

Licence/Certification:

- Manual UK Driving License (required)