



Job Title: Lead Crew  
 Reporting to: Station Manager  
 Direct Reports: 0

Job Band: Band 6  
 Size of Team: 120-160

Support the Station Manager in the delivery of a quality crew service to patients and customers in line with the organisations standards. Provide expertise in the provision of quality patient care, guiding and coaching crew in the delivery of safe clinical care. Ensure policies and procedures are implemented and adhered to. Liaise with customers as and when appropriate. This is an ambulance crew role with added responsibilities listed below.

## Key Responsibilities

- Transport, assess and attend to patients and service users within the care of SJA in accordance with policies and procedures, including pre-hospital emergency care.
- Provide treatment up to the post-holder's assessed ability in line with current best practice. e.g. IHCD & JRCALC.
- Accurately complete all documentation relating to patients, vehicles and equipment and submit it to SJA management when required.
- Support the Station Manager and Team Leaders in the coaching, mentoring and training of ambulance crew and maintaining high standards of patient care and act as station lead where necessary
- Take relevant information at the scene reporting to health care professionals, hospitals or others as required. Whilst ensuring patient confidentiality is maintained at all times.
- Be aware of the patient's social and environmental condition and report any matters of concern in accordance with SJA policy.
- Actively participate in personal and environmental cleaning routines (including vehicles, equipment and areas of the garaging facilities) to ensure that infection prevention and control standards are adhered to. Ensure all new crew are supported to achieve this standard.
- Drive all vehicles in emergency/non-emergency situations legally and in accordance with the SJA driving policy while demonstrating consideration for the comfort and safety of the patient, vehicle sympathy and showing consideration for other road users.
- Carry out vehicle and equipment checks at the start of and during each shift to ensure the readiness of the vehicle, equipment and consumables to respond as required. Report all defects and damage in accordance with SJA policies and procedures.
- Achieve and maintain competence in all relevant skills and knowledge, actively engage in CPD events and keep a personal development portfolio to include reflective practice as required.
- Travel between stations to cover the operation role within your designated sector.
- To perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post holder.

## You will

- Be able to work on your own initiative and within a team
- Have willingness to learn and adapt new skills
- Need to be able to travel within your sector



## BE PART OF A LIFE SAVING TEAM



## Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
Educated to GCSE level or equivalent (Grade C) inc Maths & English	✓	
Full UK manual driving licence with category B. No more than 6 penalty points	✓	
Full UK manual licence with C1, D & E categorised		✓
IHCD D1 & D2/ROSPA/IAM driving qualification or be able to progress to successful completion within 6 months of commencing the role	✓	
IHCD Ambulance Technician Certificate or SJA ETA Certificate or equivalent	✓	
<b>Experience</b>		
Experience of emergency and non-emergency driving with a statutory service or SJA		✓
Experience of working with Bariatric, Paediatric and Neonatal patients		✓
A minimum of one year experience of front line emergency responding		✓
<b>Skills, knowledge and abilities</b>		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to complete paperwork to exacting standards	✓	
Demonstrate ability to work in an emergency ambulance environment	✓	
Ability to use Microsoft® applications at intermediate level	✓	
Ability to prioritise objective and work schedules to make best use of time and resources	✓	
Ability to deliver a high quality patient experience and ensure customer satisfaction	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: HR

Date of preparation: 19/01/2016