



**Job Title:**  
**Reporting to:**  
**Directorate**

**Critical Care Transport Assistant  
Team Leader / Ambulance Locality Manager  
Urgent & Emergency Care**

**Job Band:**  
**Team**

**ACA Amb Crew Salary Range  
Ambulance Operations**

## Job Summary

As a Critical Care Transport Assistant, you'll work in a co-located team including nurses, ANPs/ACPs, ODPs, doctors, and consultants to mobilise a critical care team to stabilise and transport patients between hospitals and Critical Care Units. You'll be an integral part of the team, not just safely transporting everyone, but being involved in hands on patient care whilst supporting families too.

## Key Responsibilities

- Achieve and maintain competence in all relevant skills and knowledge. Be aware of skill fade and knowledge gaps and actively engage in Essential Education & CPD events, maintaining a personal development portfolio. You must complete all mandatory learning, online learning or face-to-face during the probationary period and then annually thereafter.
- Ensure that the vehicle and equipment being used is fit for purpose, used correctly, is clean and report defects to the vehicle, equipment, and any other operational issues as soon as possible.
- Work as an integral part of the Critical Care Transport team, representing SJA in the very best light at all times.
- Provide safe, stable transport to the clinical team, patient, and relative(s) throughout journeys, paying attention to the impact of the journey on the patient's level of vulnerability.
- Support the NHS Clinical Team with tasks and procedures to the level you are trained and inducted to.
- Render emergency aid, either as part of the clinical team or alone, or for incidents you encounter whilst in transit.
- Support families of patients with accurate information, support, and advice whilst being sensitive to their emotional state.
- Accurately complete all documentation relating to patients, vehicles, and equipment and submit it via the correct channels in a timely manner.
- Encouraging patients/families to provide feedback (including compliments and raising concerns) on the quality of the service given, explaining the communication channels that are available.
- 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.
- When supporting newly clinically qualified, or returned to practice, St John People, act as the senior crew member and maintain overall responsibility, supporting, nurturing, and guiding them as required.
- To follow current CQC requirements for all regulated activity St John Ambulance is registered for, to ensure the CQC fundamental standards and the 'five key questions' are met when delivering any regulated activity on behalf of St John Ambulance.
- To follow current best practice, St John Ambulance policies (and associated procedures), relevant policies from the NHS Trust/service, and to escalate patient care requirements if the situation requires it.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

## Important things you need to know about this job

- This is not a 9-5 role. You will be required to work a shift pattern which will include 12.5-hour day and night shifts, on weekdays, weekends, and bank holidays.
- It is likely that some shifts will incur unplanned end-of-shift overruns (late finishes) due to providing patient care.
- You will be a critical part of keeping the NHS's Critical Care Network moving; being available to move patients to/from specialist care facilities. You'll often need to respond to calls within seconds and minutes.
- This role requires you to drive an emergency ambulance at night, often for long distances.
- There is an expectation you will support the NHS clinical team to stabilise patients for transfer – training will be provided

## Our Values and Commitment to Equity, Diversity, and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

## 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>		
Full UK manual driving licence (with C1 category), a minimum of 1 years' driving experience and no more than 3 penalty points	✓	
Hold, and maintain, a SJA Critical Care Transport Assistant qualification (to be obtained within probationary period if not held already)	✓	
Hold, and maintain, IHCD D1/D2 or a Level 3 Certificate in Emergency Response Ambulance Driving (CERAD) (to be obtained within probationary period if not held already)	✓	
Educated to GCSE level or equivalent (Grade C / 4) including Maths & English, minimum 5		✓
<b>Experience</b>		
Experience of working with customers, patients, or clients in a positive manner	✓	
Experience of managing conflict and de-escalating situations	✓	
Experience of driving long distances, including at night		✓
Experience of providing emotional support to others		✓
Experience of providing patient care within the pre-hospital environment (NHS, private, voluntary and independent sector) over a shift pattern including nights, weekends, and bank holidays.		✓
<b>Skills, knowledge and abilities</b>		
Ability to complete relevant clinical, shift and incident paperwork to required standards as indicated in guidance or training documents	✓	
Demonstrate ability to work in a pre-hospital emergency ambulance environment	✓	
Ability to deliver a high-quality patient experience, in a demanding and pressurised environment, whilst ensuring best practice treatment at all times	✓	
A good standard of physical fitness to facilitate lifting, bending, kneeling, and carrying in the process of transporting patients	✓	
Ability to work in a team and to use own initiative when necessary	✓	
Willingness to adapt and learn new skills	✓	
Be willing and able to exemplify the HEART values	✓	
Ability to use Microsoft® applications including Word, Forms, OneDrive & Teams		✓

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: DB

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