

**Job Title:** Casual Responder  
**Reporting to:** Event Healthcare Workforce & Resourcing Partner  
**Directorate:** Healthcare Operations

**Job Band:** [Leave blank]  
**Team:** Event Healthcare

## Job Summary

Do you have the physical, mental and emotional capability to support people in what could be the most challenging moments of their lives?

Are you qualified to deliver life-saving skills and work with a team to keep people safe at events and in other challenging environments?

As a Casual Responder, you will be there in the moments that matter. You may be offering reassurance and minor treatment, or contributing to a team that saves a life. From foreseeable to unexpected emergencies, you will exercise the capability to relieve sickness, distress and suffering and send patients onwards to the safety of their homes or further treatment. You will make the difference between panic and relief, between pain and comfort, between lives lost and lives saved.

## Key Responsibilities

- Assessing and treating patients
- Safe discharging of patients
- Assisting with the moving and handling of patients, including those who are not able to move themselves
- Working both independently and as part of a team
- In the absence of a more clinically qualified person (e.g. Ambulance Crew or Healthcare Professional), taking charge of a first aid scene and leading in the delivery of patient care
- Providing robust handovers to colleagues and emergency services
- Understanding clinical prevention and the appropriate need for escalation and reporting
- Representing St John Ambulance positively and in line with our HEART values
- 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

- You will need to hold a current IREC3 qualification
- You will need to attend a one-day assessment and training event, and if successful, complete further online learning
- You must have two references that are not related to you
- You will need to undertake an SJA enhanced adult and child DBS
- You may be asked to provide cover at short notice
- You may be required to work weekdays, weekends, bank holidays and or unsociable hours
- You may be required to lone work

## Our Values and Commitment to Equality, 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>		
Educated to GCSE level or equivalent (Grade C / 4) including Maths & English	✓	
Hold an IREC3 qualification	✓	
Commitment to renewing and maintaining IREC3 qualification	✓	
<b>Experience</b>		
Previous experience of delivery of high quality first aid medical cover at events and or other settings	✓	
Demonstrable experience of working within the event environments	✓	
Enthusiasm for the work of St John Ambulance and ability to exemplify the HEART values	✓	
<b>Skills, knowledge and abilities</b>		
Ability to use your training to recognise the welfare and wellness needs of those you interact with	✓	
Ability to communicate effectively verbally with a wide range of people	✓	
Ability to motivate, inspire and support others		✓
Ability to build and maintain effective working relationships with a wide range of people	✓	
Strong listening, compassion, and empathy skills	✓	
Ability to move around an event site to patrol and reach patients	✓	
Ability to kneel by a collapsed patient and deliver effective chest compressions for at least two minutes without stopping	✓	
Ability to assist with the moving & handling of patients, including those who may not be able to move themselves		✓
Strong personal resilience to distressing or upsetting situations,	✓	
Be able to use MS Office products at intermediate level	✓	
Be open to feedback and the learning that comes from it	✓	
<b>DBS Requirement</b>	<b>Yes</b>	<b>No</b>
Enhanced DBS check	✓	

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.

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