***Job description***

Job title

Line manager

Job Title Operations Manager

Name of job holder

Name of line manager

Operating company

Main purpose of role

To provide high quality patient care and transportation to and from designated destinations as directed, maintaining high standards of service delivery and ensuring the safety and well-being of patients at all times. The post-holder will provide a service to non-emergency patients that may include assisting patients to walk, carry patients and administering first-aid.

Budget responsibilities



**PTS Care Assistant**

Arriva Transport Solutions Ltd (ATSL)

(financials incl. profit)

Line manager responsibilities

(i.e. number of direct and indirect reports)

Main responsibilities



* To undertake journeys (which are usually pre-planned), transporting patients to specified locations to enable contractual requirements to be met. This will include the need to carefully plan the workload to meet the needs of patients and to make the most effective use of the time available.
* To ensure the safety and well-being of patients at all times and, when driving ambulance vehicles, to ensure that due consideration is given to other road users.
* To ensure that patients are collected and returned home without any undue delay (and within contractual quality requirements) both within a period of duty and, as necessary, when working over-time after a period of duty.
* To maintain the highest standards of conduct and courtesy in dealing with patients, members of the public and other Health Service staff and, as a representative of the Company, to seek to promote a high quality professional service at all times.
* To comply at all times with Company procedures and relevant legislation thereby ensuring an effective service delivery and ensuring the health, safety and welfare of patients and colleagues.
* To assess situations with regard to patient mobility and condition and advise Control of any perceived problems in relation to their transportation. Also, to observe situations in relation to patient well-being – including their home environment – and notify any potential problems to the appropriate officer or responsible medical carer.
* To ensure the timely, accurate and legible completion of operational documentation
* To maintain vehicles, equipment and premises to defined standards at all times. This will include ensuring that ambulance vehicles and equipment are in operational readiness (for example, re-fueled) and that any defects are reported. It may also include assistance with house-keeping duties as and when required.
* To report any hazardous or dangerous equipment, premises or practices to the appropriate line manager.
* To undertake training as required to facilitate the provision of a high quality service.
* To adopt a flexible approach in response to operational needs regarding duties, base/location and hours of work.
* To undertake any other appropriate duties as required.
* The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Company, which may be amended from time to time.
* Patient safety is a key priority for the Company. It is your responsibility to ensure that you are fully compliant with Arriva policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.
* As an employee you have a responsibility to co-operate with managers in ensuring that the workplace is safe for everyone by taking reasonable care not to do anything that might endanger you or others, either through your actions or lack of action, and never to act in a way that causes either you or Arriva to be in breach of the law. You are expected to consider, and take account of the potential hazards and risks in everything you do whilst you are at work. Detailed H&S Responsibilities are published in the Arriva HS&E Management system.
* Corporate Social Responsibility – Uphold, safeguard and promote the reputation and values of the organization throughout all internal and external business relationships and activities.
* Diversity – Be an ambassador for, promote and implement the Diversity Policy at all times.

**Corporate responsibilities**



* Health and Safety – As an employee you have a responsibility to co-operate with managers in ensuring that the workplace is safe for everyone by taking reasonable care not to do anything that might endanger you or others, either through your action or lack of action, and never to act in a way that causes either you or Arriva to be in breach of the law. You are expected to consider, and take account of, the potential hazards and risks in everything you do whilst you are at work.
* Corporate Social Responsibility – Uphold, safeguard and promote the reputation and values of the organization throughout all internal and external business relationships and activities.
* Equality and Diversity – Staff should respect patients/relatives diversity, cultural needs and privacy. In addition, staff should be compassionate rather than just delivering technical care and treatment. All staff are expected to be knowledgeable about and comply with the ATSL Equality and Diversity policy.
* Confidentiality – Patient and/or staff information is confidential. It is a condition of your employment that you will not use or disclose any confidential information obtained in accordance with the Data Protection Act 1998.
* Infection Prevention and Control – Infection Control is everyone’s responsibility. All staff are required to make every effort to maintain high standards of infection control and specifically are required to be familiar with and adhere to the ATSL infection prevention and control policy and associated procedures.
* Safeguarding Children and Adults – All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:
  + - Familiar with the ATSL safeguarding policies
    - Attend the appropriate training for safeguarding/’Prevent’
    - Know who to contact if you have concerns about an adult or child’s welfare

Additional help and advice is available from the designated ATSL safeguarding lead

* Code of Conduct – all staff are expected to adhere to policies and procedures which establishes standards of good practice. This includes the appropriate use of social media.

Additional Information

This is not an exhaustive list and staff must note that they have a responsibility to familiarise themselves and adhere to all ATSL policies.

Liaise with *internal* Liaise with *external*

Person specification



**Essential** **Desirable**

|  |  |  |
| --- | --- | --- |
| **Qualification**  **Professional Development** | Evidence of a caring approach – for example: paid or unpaid experience in a direct care-related capacity  Full clean driving licence (including category A – old style licence – or categories B – new style licence. | 2 GCSEs in Maths and English (of grade C or above or a numeracy and literacy qualification or equivalent  Relevant professional qualification.  Experience of working in care of the elderly environment.  Experience of driving a large vehicle |
| **Experience** | Pass service driving assessment  At least 2 years driving experience (since obtaining full licence). |  |
| **Knowledge and Skills** | Ability to complete paperwork accurately and clearly  Ability to work within a team and/or unsupervised  Ability to communicate at all levels both in writing and verbally.  Self-confident | Possess local geographical knowledge  Possess knowledge of the work of an ambulance service. |

This job description sets out the main duties and responsibilities of the job-holder. It does not constitute an exhaustive or comprehensive description of duties and the job holder will be required to carry out any additional tasks as and when requested to do so by their manager. Responsibilities and duties may also change in light of future business needs and personal development.



Job description agreed by job holder .................................................. date .........................

Line Manager ............................................... date .........................