

**ISLE OF WIGHT NHS TRUST
ISLE OF WIGHT AMBULANCE SERVICE**

ROLE DESCRIPTION

ROLE TITLE:	Ambulance Service Volunteer (General)
PAY BAND:	Voluntary
RESPONSIBLE TO:	Ambulance Service Volunteer Lead
ACCOUNTABLE TO:	Ambulance Education, Training and Engagement Lead

ROLE PURPOSE:

The aim of Ambulance Service Volunteers is to provide support that results in an enhanced service provision for both patient-facing and non-patient facing Ambulance Service working areas. The role includes a wide range of tasks that can be allocated and adapted to meet the individual needs of the Volunteer and the needs of the service area. Examples of tasks available are listed under the role statement, although this is not an exhaustive list.

The Ambulance Service Volunteer (general) provides this service, willingly and without pay. The role offers the potential for a great diversity of tasks, as appropriate to each individual Volunteers' ability and skills. It offers opportunities to meet new people and if appropriate to the tasks, learn new skills. This may include valuable lifesaving skills through the accredited training provided by Isle of Wight NHS Trust Ambulance Service.

ROLE STATEMENT:

To provide support to the Isle of Wight Ambulance Service including but not limited to the following areas: the Clinical Co-ordination Centre, Patient Transport and Non-Patient Transport / Fleet, Frontline, Emergency Preparedness Response and Resilience (EPRR) and the Ambulance Training and Community Response Services (ATCoRS).

Tasks will be asked as appropriate of the individual Volunteer and may include:

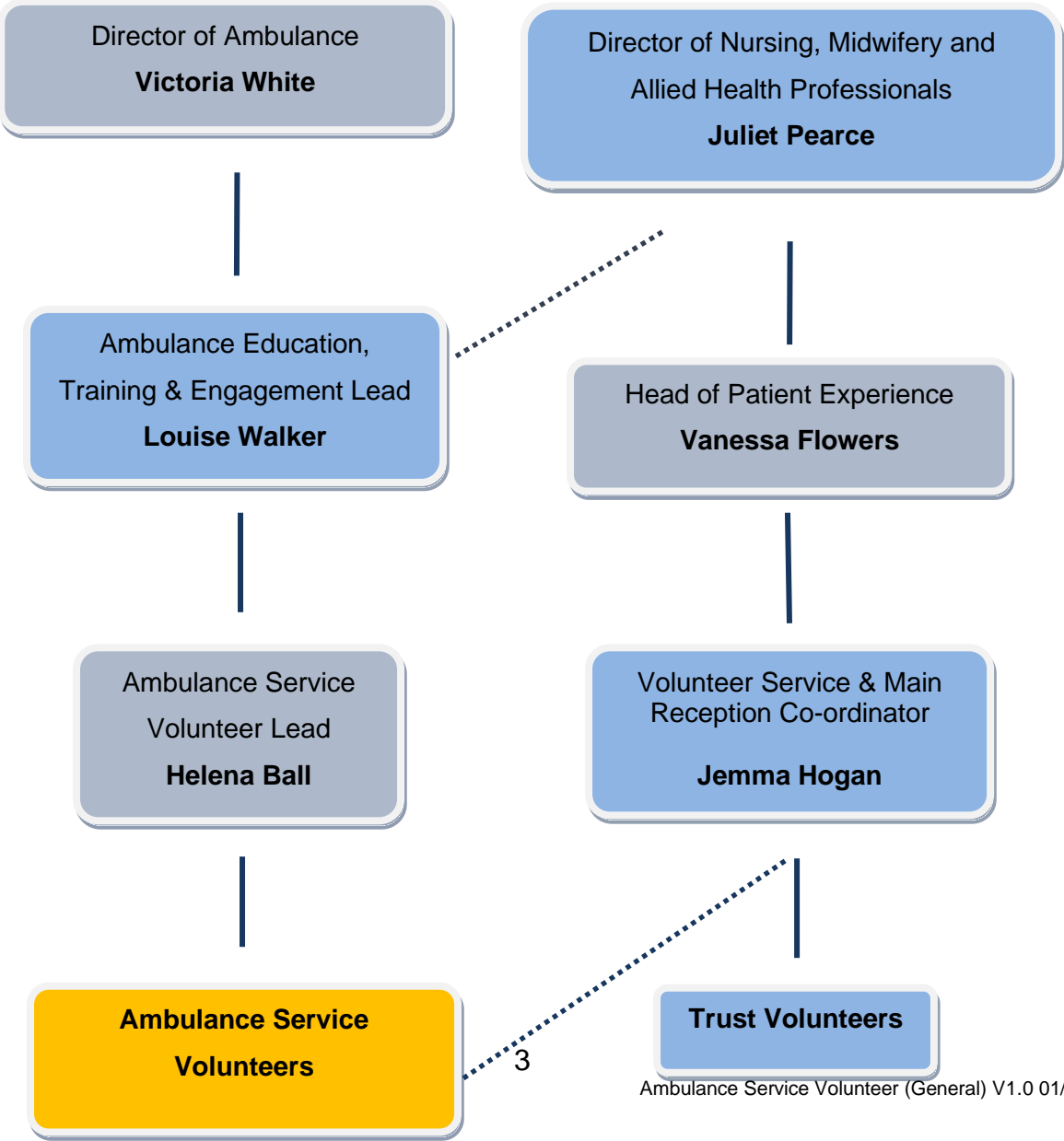
- Staff Welfare – Provision of food and drink at Newport Ambulance Station, Combined Control Centre, at prolonged incidents and as appropriate whilst waiting for handover at the Emergency Department
- Helping to maintain a pleasant working environment and support with housekeeping tasks within individual areas.
- General administration support such as photocopying and scanning.
- Feeding fish and checking water quality of fish tank
- Assisting with fuelling of vehicles

- Collecting and delivering items to support service areas e.g., uniform from our on-site sewing room / electronics from medical electronics department / equipment return from Emergency Department *
- Sitting in the rear of a Patient transport vehicle to keep a patient company / provide reassurance on journey.
- Simulate being a casualty for training purposes.
- Basic gardening (raised beds only) e.g., weeding and watering.
- Promote Ambulance Service Volunteering including the Community First Responder Scheme.
- Seasonal decoration of areas e.g., Christmas
- A friendly, happy person to welcome people back to areas after what may have been a bad day with stressful jobs. 'Have a cup of tea'.
- Collecting items that have been purchased locally e.g., milk, coffee etc. *
- Meet and greet visitors.
- Gather patient feedback as appropriate.
- Phone calls to selected service users to prevent loneliness and refer as appropriate.
- EPRR support including weekly 'running' of vehicles.
- Any other 'general' tasks that do not require additional or specialist training.
- To treat everyone with whom you meet, with dignity and respect.
- Promote Equality & Diversity and a non-discriminatory culture. Identify and act when other people's behaviour undermines Equality and Diversity.
- Assist with various fundraising activities.
- Act as a guardian for the Public Access Defibrillator(s) within the local community.

*Any tasks that involve driving will be in an Ambulance Service vehicle and the Volunteer must hold a full driving licence for that category of vehicle, have provided their licence details for a licence check and undertaken a driving assessment with the Driving Standards and Education Team PRIOR to any vehicle being driven.

** For those requiring a carer to enable them equal volunteering opportunities, their carer will also need to undergo volunteer clearance

ORGANISATIONAL CHART:
Ambulance Service Volunteer
Organisational Chart January 2024



COMMUNICATION AND RELATIONSHIPS:

Maintain regular communication with the Ambulance Service Volunteer Lead (ASVL) and the 'Named Volunteer Contact' provided to the Volunteer for each Service area

- Clinical Coordination Centre – HUB Duty Manager (HDM)
- Frontline Operations – Operational Station Manager (OSM)
- Patient Transport – Service Delivery Officer (PTS & Transport)
- Fleet / Non-Patient Transport – Fleet administrator
- Emergency Preparedness, Response and Resilience (EPRR) – EPRR Lead
- Education and ATCoRS – ATCoRS Administrator

Inform the ASVL and the IW NHS Trust Volunteer Service and Main Reception Coordinator of any changes to personal details as required to ensure contact details including details of Next of Kin are accurate.

ANALYSIS AND JUDGEMENT:

Adhere to relevant IWNHS policies, guidelines, and procedures. Undertake and maintain mandatory training appropriate to role at no less than 90% compliance. To act as required to implement and comply with these policies and procedures. Report as appropriate any non-compliance.

PLANNING AND ORGANISING:

Ensure that date, time, place and named contact for Volunteering duties is known, to ask for confirmation if unsure. To ensure that named IWAS contact is made aware if Volunteer is unable to attend as planned or if there is any change required to the planned schedule/ tasks.

PATIENT AND CLIENT CARE:

Complete online and face to face training including refresher training, as required to undertake specific tasks related to this role.

Ensure all documentation is completed accurately, asking for support as required and guarantee compliance with IW NHS Policies. Participate in briefing/training sessions and carry out any agreed control measures and duties as instructed.

Demonstrate and be an advocate of our Trust Values: Compassion, Accountability, Respect and Everyone Counts.

SERVICE AND POLICY DEVELOPMENT:

Be responsible and accountable for risk management in the areas of responsibility of the post. Be personally responsible for not undertaking any task or action which would knowingly cause risk to oneself, others or to the Service.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to themselves, others, or to the IW NHS Trust by ensuring a dynamic risk assessment is carried out at the scene of every incident attended.

Identify and report actual or potential hazards/risks in the work environment in accordance with IW NHS Trust policies. Take immediate action to minimise risks where it is reasonably practicable to do so.

MANAGING FINANCIAL RESOURCES:

Accept responsibility for the security of estates and equipment belonging to Isle of Wight NHS Trust Ambulance Service. Operate Service equipment in accordance with Service procedures and manufacturer's instructions. Maintain appropriate standards of cleanliness of equipment as per IW NHS Trust policies.

SELF / PEOPLE MANAGEMENT AND DEVELOPMENT:

Maintain appropriate standards of personal hygiene. Minimise the risk of infection control through effective hygiene management as per IW NHS Trust policy.

Take reasonable care for own health and safety; including that of others who may be affected by the post holder's actions whilst volunteering.

INFORMATION SYSTEMS USE AND MANAGEMENT:

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act 1998, and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the IW NHS Trust's policies.

FREEDOM TO ACT AND AUTONOMY:

The role-holder will work may at times act with minimal supervision and may be asked to undertake other tasks appropriate to their level of training and post as tasked by the IW NHS Trust Ambulance Service.

This is an outline of the role-holder's duties and responsibilities. It is not intended to be an exhaustive list and may change from time to time to meet the changing needs of the Trust and / or Service.

General compliance:

1. To comply with all IW NHS Policies and Procedure, with particular regard to
 - Risk Management
 - Health and Safety
 - Confidentiality
 - Data Quality
 - Freedom of Information
 - Equal Opportunities
 - Information and Security Management and Information Governance

2. The IW NHS Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:
 - Understand duty to adhere to policies and protocols applicable to infection prevention and control.
 - Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with IW NHS Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
 - All staff should be aware of the IW NHS Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
 - All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.

3. To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.

4. Ensure you work towards the Employee Qualities Framework (EQF) and NHS Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service. EQF is a local framework that defines the personal qualities the IW NHS Trust desires of all its employees. They have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.

5. Perform any other duties that may be required from time to time.

PERSON SPECIFICATION

Key skills required undertaking this role:	On Appointment: (Essential)	After 12 months in post:	(Desirable on Appointment)	How this will be measured:									
Qualifications and role specific knowledge *	<p>Enhanced DBS Clearance</p> <p>Ability to follow instructions given with minimum supervision</p> <p>Reliable and good attitude to attendance and punctuality</p>		<p>Experience in dealing with a range of age and social groups</p> <p>Full driving licence held for at least one year and with no more than 3 current penalty points</p> <p>Up to date First Aid Qualification</p> <p>Healthcare or First Aid experience within NHS or a voluntary organisation</p>	<p>Application process and Interview</p> <p>For those requiring a carer to enable them equal volunteering opportunities, their carer will also need to undergo volunteer clearance</p>									
Safeguarding Children **	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 33%;">1 x</td> <td style="width: 33%;">2</td> <td style="width: 33%;">3</td> </tr> </table>	1 x	2	3	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 33%;">1 x</td> <td style="width: 33%;">2</td> <td style="width: 33%;">3</td> </tr> </table>	1 x	2	3	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 33%;">1 x</td> <td style="width: 33%;">2</td> <td style="width: 33%;">3</td> </tr> </table>	1 x	2	3	
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Physical skills	High degree of manual dexterity			Application process and Interview									
Aptitudes	<p>Basic literacy and numeracy</p> <p>Ability to follow a written instruction</p> <p>Quality/patient focused</p>			<p>Application process and Interview</p> <p>For those requiring a carer to enable them equal volunteering opportunities, their carer will also need to</p>									

	<p>Reliable</p> <p>Good character Caring and Sensitive attitude</p> <p>Able to maintain confidentiality of information</p> <p>Ability to interact with people from a diverse cultural and social background</p> <p>Ability to develop effective working relationships with colleagues and the public</p> <p>Able to promote equality and value diversity</p>			undergo volunteer clearance
Abilities	<p>Good time management</p> <p>A willingness to learn</p>			Application process and Interview
Communication skills	<p>Good interpersonal skills</p> <p>Good observational skills</p>			Application process and Interview

* State knowledge required in terms of levels of competence NOT X years' experience, as this is age discriminatory

** Indicate the level of mandatory Safeguarding Training this post needs – 1, 2 or 3



ISLE OF WIGHT NHS TRUST
ROLE DESCRIPTION – RISK ASSESSMENT

Manager Assessing role: H. Ball, Ambulance Volunteer Lead
Assessment Date: 11.01.24

Department: Ambulance Service
Directorate: Ambulance
Role Title being assessed: **Ambulance Service Volunteer (General)**
Estimated start date: Continuous Recruitment

1. Short Description of the role Function:

- Respond to medical emergencies as deployed by Isle of Wight Ambulance Service, in accordance with pre-determined criteria
- Select and apply in each instance the appropriate care procedures in accordance with the training received and relevant policies and procedures
- To communicate and report patients' history, condition and the treatment given to the responding ambulance person / crew
- To treat everyone with whom you come into contact with dignity and respect

2. Location – record approximate percentage of time in:

Location	%	Location	%	Location	%
Care Hub	10	Home		Outpatients	
Laboratory		Kitchen	10	Community	10
Ward area		Department	10	Workshop	10
Ambulance	20	Car/Van	10	Theatres	
Stores	10	Clinic		Station / stand-by	10

If any other location please specify with percentage. If any of the below apply please indicate

Location	%	Location	%	Location	%
Isolated locations	20	Outdoors	50	Working alone	90

3. Working Hours:

Full time	Hrs	Part time	Hrs
Office hours e.g. Monday to Friday		Hours worked as shifts	All Hours worked at night

Breaks: Scheduled x Unscheduled

Extra hours: * = On call or call out

Regular	Frequent	Occasional	Rare
Episodic	Emergency*	Constant*	Rota*



4. Occupational Safety Hazards

Risk of acute traumatic injury:

Operating (or working within 1 metre of) moving or dangerous machinery: specific type of equipment used:

Potential for driving of large vehicles – C1 category if suitably trained and assessed by Driver Standards and Education Manager or their appointed person

Working in enclosed spaces, specify:

Nil

Working at heights, specify:

Nil

Walking over rough terrain and or slippery surfaces regularly, specify:

Potential for oil on floor / slippery surface if working in vehicle environment. Suitable PPE footwear and drip trays to be provided where practicable

Other risks, specify

Risk of chronic traumatic injury:

Please indicate % risk as appropriate.

Activity	High risk	Medium risk	% of working
Patient handling			0
Load Handling		X	Up to 10
Working in awkward positions			0
Using repetitive motions			0
Lifting			Up to 10
Carrying		X	Up to 5
Pushing		X	Up to 5
Pulling		X	Up to 5
Bending			
Stooping			
Twisting			
Standing			Up to 5
Walking			Up to 5
Sitting			Up to 50
Using DSE/word processor		X	Up to 50
Using hand tools			0
Driving			Up to 50

Physical Effort required:

Activity	Up to 6 kilo	6-15 kilo	15kilo or above	Are mechanical aides available?
Lifting and handling	X	X		If required and training will be provided



5. Occupational Health Hazards:

Physical Agents - Please complete as appropriate:

Agent				
Thermal	Temperature extremes		Humidity	
Radiation:	Ionising		Non-ionising	Ultrasound
Noise:	Continuous(greater than 80 dB)			Intermittent
Noise:	Impulse			
Vibration				

Other risks, specify:

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Chemical Agents – list any potential exposures (Attach COSHH list)

Potential for contact with washing up liquid and Clinell wipes. Any area specific COSHH considerations to be completed during local induction for area.

Biological Agents- eg Bacteria, moulds, fungi, bodily fluids

There is a potential to expose volunteers to agents

6. Special Requirements:

Examples of requirements which are covered in this section -

Personal protective equipment used

Please specify in the box below:

PPE will provided as required and necessary for the task allocated
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7. Psychosocial Demands / Emotional Effort

Does this role have direct exposure to distressing situations?



Yes		No	X
Please give examples of distressing situations			
All emergency work has the potential to be distressing			

Does this role have indirect exposure to distressing situations?

Yes	x	No	
Please give examples of indirect distressing situations.			
All emergency work has the potential to be distressing			

Dealing and working with others in stressful circumstances e.g. bereavement

Rare	X	Occasional		Frequent	
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Dealing with violence and aggression

Rare	X	Occasional		Frequent	
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8. Mental Effort measures frequency and duration of mental effort required for a role.

How frequently is this role required to concentrate; tick one

Concentration	
Frequent = more than half of shifts worked	x
Occasional = less than half of shifts worked	

Using this table indicate how predictable to workload is; tick one

Workload Predictability	
Predictable – interruptions rare	
Unpredictable – required to change from one activity to another by someone else, frequent interruptions	x
Prolonged – continuous and sustained concentration for more than ½ the shift	
Intense – in depth attention	

Managers assessment of main risks of this role
Past history of accidents and / or incidents associated with this post or this working environment

Completed by: Helena Ball