



ISLE OF WIGHT NHS TRUST
ISLE OF WIGHT AMBULANCE SERVICE
ROLE DESCRIPTION

ROLE TITLE: Volunteer Community First Responder

PAY BAND: Voluntary

RESPONSIBLE TO: Ambulance Service Volunteer Lead

ACCOUNTABLE TO: Ambulance Education, Training and Engagement Lead

ROLE PURPOSE:

A Volunteer Community First Responder (CFR) scheme is made up of volunteers who within the community in which they live or work, have been trained to attend certain emergency calls on behalf of Isle of Wight NHS Trust Ambulance Service and to provide First Response medical skills until the arrival of the statutory ambulance resource. The aim is for volunteers to be available 7 days a week in those communities that most need them.

As a volunteer and member of the Community First Responder (CFR) Scheme you would provide this community-based service, willingly and without pay. This role is highly rewarding and offers opportunities to meet new people and learn valuable lifesaving skills through the accredited training provided by Isle of Wight NHS Trust Ambulance Service.

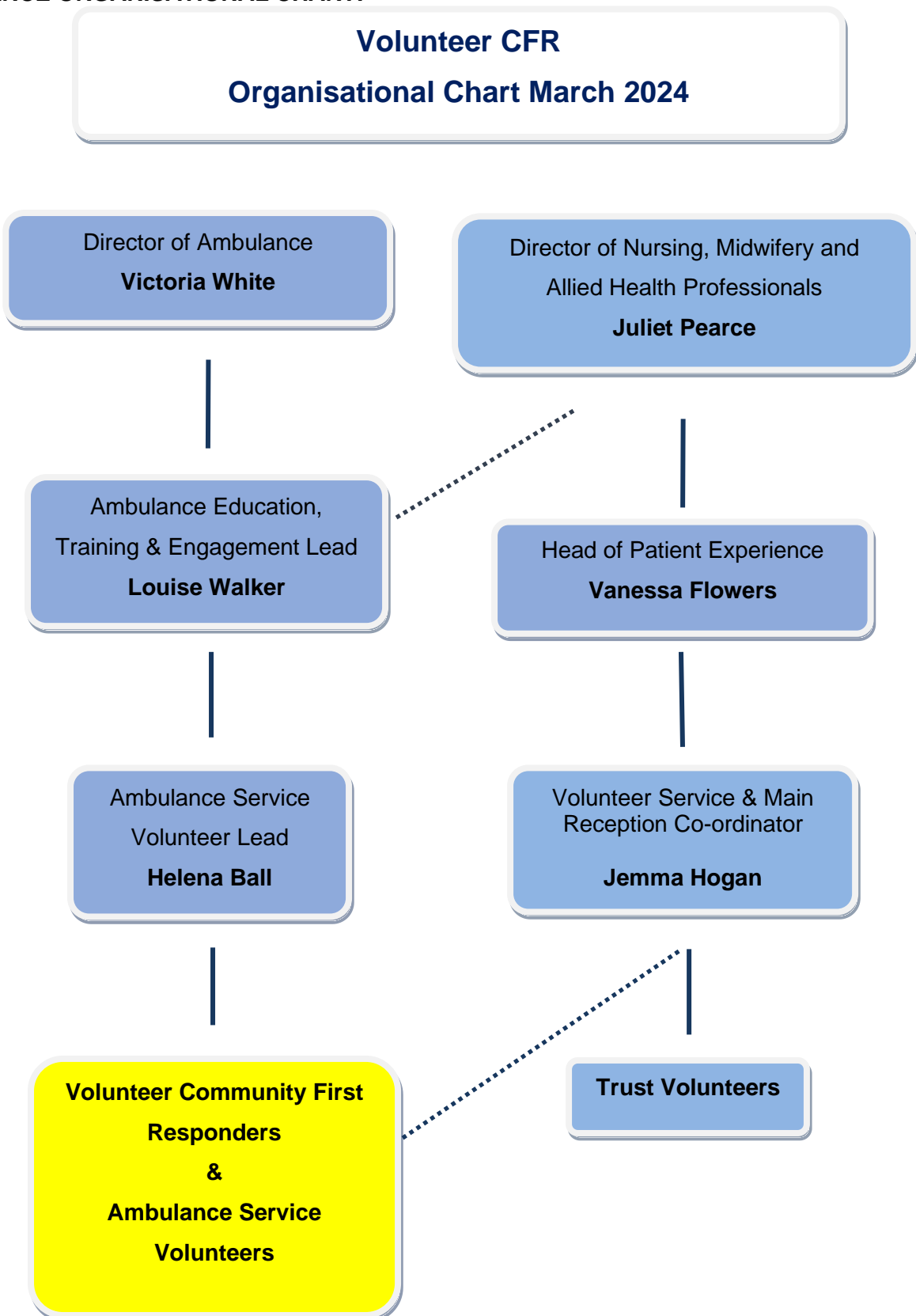
ROLE STATEMENT:

Respond to medical emergencies as deployed by Isle of Wight NHS Trust Ambulance Service, in accordance with the National Volunteer Responders Governance framework.

For every patient contact the volunteer CFR will be required to provide appropriate care in accordance with the training received and relevant policies and procedures. To communicate and report the patient's history, condition and any treatment given to the attending statutory ambulance person/crew.

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.

AMBULANCE ORGANISATIONAL CHART:



COMMUNICATION AND RELATIONSHIPS:

Maintain regular communication with the Ambulance Service Volunteer Lead (ASVL) and in their absence, Operational Station Managers (OSM), enabling maintenance of an effective and responsive scheme.

Respond within your community for ideally a minimum of an average of 6 hours per week and book on as available via the provided ambulance communication device, linking with the Clinical Coordination Centre (CCC).

Inform the ASVL and the IW NHS Trust Volunteers Coordinator of any changes to personal details where relevant plus complete an individual personal file update every six months to ensure contact details are accurate

ANALYSIS AND JUDGEMENT:

Adhere to Service policies and procedures as directed in training, guidelines and advised by relevant colleagues in relation to creating records and handling information. Undertake action as required to implement and comply with these policies and procedures. Report any non-compliance.

PLANNING AND ORGANISING:

In close co-operation with other volunteer Community First Responders within your scheme/area, work towards ensuring maximum cover is provided, aiming for 7 days a week

PATIENT AND CLIENT CARE:

Attend a mandatory initial training course provided by the Isle of Wight NHS Trust Ambulance Service and subsequent monthly refresher training as required to fulfil the requirements of the post and to remain a proficient Volunteer Community First Responder.

Ensure all documentation is completed accurately including Patient Record Forms and guarantee compliance with IW NHS Policies. Participate in briefing/training sessions and carry out any agreed control measures and duties as instructed.

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 the Volunteer Community First Responder 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.

Occasionally assist with various fundraising activities, all aimed at financially supporting the role of Volunteer Community First Responder and/or Public Access Defibrillation scheme. Where appropriate and if possible, act as a guardian for the Public Access Defibrillator(s) within the local community.

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.

INVOLVMENT IN SURVEYS AND RESEARCH:

Be aware of responsibilities under the Health and Social Care Act 2012 to involve patients and the public in the ongoing planning, development, and delivery of health services, and to involve patients in their own care, as far as is reasonably practicable

FREEDOM TO ACT AND AUTONOMY:

The role-holder will work with minimal supervision and may be expected to deal with other duties appropriate to their level and post as tasked by the IW NHS Trust Ambulance Service.

This is an outline of the post-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.
6. Every post holder can make a difference to a patient's experience. You will come across patients as you walk around the hospital; we rely on all our staff to be helpful, kind and courteous to patients, visitors and each other.

This job description may be altered to meet changing needs of the service, and will be reviewed in consultation with the post holder.

PERSON SPECIFICATION

Key skills required undertaking this role:	On Appointment: (Essential)			After 12 months in post:			At 2 nd Gateway: (Desirable on Appointment)			How this will be measured:
Qualifications and role specific knowledge *	Full driving licence held for at least one year and with no more than 3 current penalty points Enhanced DBS Clearance Have use of a vehicle with current tax, MOT and relevant insurance for you to drive Experience in dealing with a range of age and social groups Ability to work under pressure with minimum supervision Reliable and good attitude to attendance and punctuality			Achieve the Level 3 Award for First Responders on Scene: Ambulance Service Community Responder or an equivalent qualification.			Up to date First Aid Qualification Healthcare or First Aid experience within NHS or a voluntary organisation			Application process and Interview
Safeguarding Children **	1 x	2	3	1 x	2	3	1 x	2	3	
Physical skills	High degree of manual dexterity									Application process and Interview
Aptitudes	Nurate and literate Quality/patient focused Flexible approach to volunteering hours and job demands Good character Caring and Sensitive attitude									Application process and Interview

	Planning/decision making skills Problem solving ability Able to maintain confidentiality of information Ability to interact with people from a diverse cultural and social background Ability to develop effective working relationships with colleagues and the public Able to promote equality and value diversity			
Abilities	Commitment to volunteering for a minimum average of 6 hours a week including 2 hours of training per month Good time management Ability to respond quickly Able to use initiative and be self motivated			Application process and Interview
Communication skills	Ability to communicate effectively, verbally and in writing Good interpersonal skills Good observational skills			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: L.Walker Education, Training and Engagement Lead
Assessment Date: 16.06.23

Department: Ambulance Service
Directorate: Ambulance
Role Title being assessed: Volunteer Community First Responder
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		Home		Outpatients	
Laboratory		Kitchen		Community	90
Ward area		Department	10	Workshop	
Ambulance		Car/Van		Theatres	
Stores		Clinic		Station / stand-by	

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	
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Unscheduled	
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Extra hours: * = On call or call out

Regular		Frequent		Occasional	x	Rare	
Episodic		Emergency*	x	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:

Emergency work can be at any location dependent upon nature of call

Working in enclosed spaces, specify:

Emergency work can be at any location dependent upon nature of call

Working at heights, specify:

Emergency work can be at any location dependent upon nature of call

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

Emergency work can be at any location dependent upon nature of call

Other risks, specify

Emergency work can be at any location dependent upon nature of call

Risk of chronic traumatic injury:

Please indicate % risk as appropriate.

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

Physical Effort required:

Activity	Up to 6 kilo	6-15 kilo	15kilo or above	Are mechanical aides available?
Lifting and handling		X		

5. Occupational Health Hazards:

Physical Agents - Please complete as appropriate:

Agent	Emergency work can be at any location dependent upon nature of call			
Thermal	Temperature extremes	X	Humidity	
Radiation:	Ionising		Non-ionising	Ultrasound
Noise:	Continuous(greater than 80 dB)		Intermittent	
Noise:	Impulse			
Vibration				

Other risks, specify:

Emergency work can be at any location dependent upon nature of call

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

Emergency work can have the potential to expose staff to a variety of agents
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Biological Agents- eg Bacteria, moulds, fungi, bodily fluids

Emergency work can have the potential to expose staff to a variety of agents
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6. Special Requirements:

Examples of requirements which are covered in this section -

Responding to emergency situations

Travel requirements: Own car

Personal protective equipment used

Please specify in the box below:

Responding to emergency situations

7. Psychosocial Demands / Emotional Effort

Does this role have direct exposure to distressing situations?

Yes	x	No	
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		Occasional	x	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	X

Managers assessment of main risks of this role

Emergency work can be at any location and has the potential to be distressing dependent upon nature of call details are contained in Job Description

Past history of accidents and / or incidents associated with this post or this working environment

Assaults

Musculoskeletal injuries

Post Traumatic Stress Disorder

Completed by: L.Walker