



# **St John**

## **Cymru - Wales**

**TITLE:** PATIENT CARE ASSISTANT (PCA)  
**ACCOUNTABLE TO:** CONTRACTS OFFICER  
**HOURS:** 35 Hours per Week  
**LOCATION:** OPERATIONAL CENTRE, CARDIFF

### **JOB SUMMARY**

The Patient Care Assistant's role is to provide the transportation of non-emergency ambulatory and stretcher patients who require a minimum level of care and assistance.

### **CORE DUTIES:**

1. Driving and attending to the care of patients and associated support of the service.
2. Assisting the Patient Transport Attendant
3. Maintaining regular contact with the Manager/Customer to ensure that all work is covered.
4. Transferring patients to and from specific locations, as specified on a day to day basis, and in a timely manner.
5. Dealing with patients in a caring, attentive and professional manner.
6. Report any safeguarding concerns for vulnerable adults or children via the appropriate approved methods.
7. Use of carry chairs, stair climbers, wheelchairs, stretchers and other patient handling equipment in accordance with St John training and procedures.
8. To provide treatment up to the post holders assessed ability
9. Liaising with hospitals/care staff efficiently and professionally.
10. Completing necessary paperwork in a timely manner and acting in accordance with all St John clinical policies and procedures.
11. Inspecting and recording conditions of vehicle at start and finish of shift and ensuring the vehicle is properly maintained and roadworthy daily prior to transporting.
12. Reporting damages, losses and any problems and issues to the Manager daily.
13. Such other duties appropriate to the position as may be required.
14. Maintaining the professional image of St. John at all times.
15. Attending and successfully completing all training courses associated with this post including regular self-directed study and professional development.
16. A uniformed position with PPE issued which must be worn correctly at all times.

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 above) and forms the basis for selection.

NOTE - "Training" will be provided to cover all or any of the skills/element required.

<b>Patient Care Assistant</b>
Communication and casualty care
Infection Prevention and Control (IPC) Level One <ul style="list-style-type: none"> <li>- Personal Hygiene (IPC)</li> <li>- Care of uniforms (IPC)</li> <li>- Effective hand hygiene (IPC)</li> <li>- Effective use of PPE (IPC)</li> </ul>
Infection Prevention and Control (IPC) Level Two <ul style="list-style-type: none"> <li>- Management of waste (IPC)</li> <li>- Management of soiled linen (IPC)</li> <li>- Environmental Hygiene</li> </ul>
Manual Handling of inanimate loads (A&B All Wales passport)
Primary Survey
Resuscitation (all ages)
Unconscious casualty (recovery position)
Choking (all ages)
Fainting
Chest pains
Bone, Muscle and Joint Injuries
Bleeding (minor and major)
Burns and Scalds (minor and major)
Bites and Stings
Shock
Automated External Defibrillation (AED)
Patient Report Form Completion (including Clinical Governance)
Ambulance Familiarisation (to include Ambulance Equipment and Lifting Assessments)**
Safer Patient Movement (SPM)
Safeguarding
Ambulance Driving Qualification
Medical Gases (Oxygen Therapy)

**\*\*Ambulance Familiarisation must be preceded by Manual Handling of inanimate loads (A&B All Wales passport)**

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method Supporting Assessment</b>
Educated GSCE level/equivalent (Grade C)		√	Application Form
Current driving licence	√		Application Form
Safeguarding		√	Application Form
Infection Control		√	Application Form
Conflict Resolution		√	Application Form
<b>Skills, knowledge and abilities</b>			
Excellent communication skills and able to communicate with variety of people.	√		Application Form & Interview
Demonstrated ability to work in a non-Emergency ambulance environment.	√		Application Form & Interview
Ability to accurately complete paperwork to exacting standards.	√		Application Form
Ability to deliver a high quality patient experience and ensure customer satisfaction at all times.	√		Interview
Ability to work as a team and also to use own initiative when necessary.	√		Interview
Ability to work calmly and effectively in difficult situations.	√		Interview
Experience in driving large vehicles		√	Application Form
Ability to Navigate using maps and a reasonable knowledge of Wales and UK.	√		Interview
Good verbal and written English.	√		Application Form