



Primary Integrated
Community Services Ltd

JOB DESCRIPTION & PERSON SPECIFICATION

Post	Paramedic
Salary Grade	Band 7
Hours Per Week	Full time
Reports To	Clinical Service Lead
Accountable To	Nottingham West PCN Clinical Director
Base	Primary Integrated Community Services Ltd, Unit H4, Ash Tree Court, Nottingham Business Park. NG8 6PY

About PICS:

The core value of PICS is that “We Care” about our patients, carers and families, our partners and all the people we work. This is underpinned by our core values and our “can do” approach. We regularly review our values and ensure these are integral at all levels of the organisation. The PICS values below are integral at every level of the organisation.

- Family and patient need is central to our decision making.
- We have a “can do” approach that is responsive, creative and innovative.
- We are non-judgemental, open and transparent with a no blame culture.
- We are inclusive and collaborative inside and outside the organisation.
- We are professional and passionate about our care for patients and one another.
- We protect and support General Practice and our clinicians.
- Our care is evidence based, safe and effective.
- We put safety first in everything we do

Values and Behaviours

- Primary Integrated Community Services Ltd (PICS) have has a set of values and behaviours to improve the experience for our patients and staff. This means that in undertaking this role the post holder is expected at all times to behave in a way that demonstrates commitment to the delivery of thoughtful patient care and continuous improvement.
- We support the Leading Change, Adding Value Framework for all nursing, midwifery, AHP, Medical and care staff.

Job summary:

- The role is for a Paramedic to support primary care as part of an acute home visiting team that operates during the working day, Monday to Friday.
- The clinician will work as part of the Acute Home Visiting team but with close collaborative working with other members of the Multidisciplinary Team and support from GPs.
- To work within the community, as an autonomous, accountable Paramedic.
- To provide holistic care for individuals including assessment, diagnosis and management
- To refer and/or signpost patients in their own home or care home to other allied health professionals for example – community COPD nurses, Social prescribers etc.
- The post holder will use advanced clinical and communication skills to provide education to patients, promoting self-care and empower them to make informed choices about their treatment.
- Care occasionally may need to be provided in other settings as required.

Job responsibilities:

- Assessing and treating patients presenting with minor or acute illnesses in their own place of residence.
- Triage and treat patients, making any necessary referrals to other members of the primary health care team or organise admission if required.
- Ensure clinical practice is safe and effective and remains within boundaries of competence, and to acknowledge limitations
- Advise patients on maintaining health and refer to allied services when a health promotion need is identified.
- Communicate at all levels within the multidisciplinary team ensuring an effective service is delivered
- Maintain accurate, contemporaneous healthcare records appropriate to the consultation
- Ensure evidenced-based care is delivered at the highest standards ensuring delivery of high-quality patient care
- Work within local policies and procedures
- Enhance own performance through Continuous Professional Development, imparting own knowledge and behaviours to meet the needs of the service

- Achieve and demonstrate agreed standards of personal and professional development in order to meet the needs of the service
- Participate in the audit process, evaluation and implementing plans and practice change in order to meet patient need
- Actively participate in mentoring and supervision, plus practice-derived CPD opportunities
- Contribute positively to the effectiveness and efficiency of the team and work colleagues
- Take responsibility for safeguarding children and vulnerable adults and work with other team members to ensure they are protected

Training and personal development

- Training requirements will be monitored by yearly appraisal and will be in accordance with PCN and HCPC requirements
- Personal development will be encouraged and supported by the PCN. It is the individuals' responsibility to remain up to date with recent developments.
- Participate in the education and training of staff and students of all disciplines
- Maintain continued education by attendance at courses and study days as deemed useful or necessary for professional development, ensuring CPD requirements are met
- If it is necessary to expand the role to include additional responsibilities, full training will be given.
- Develop and maintain a Personal Learning Plan and educational portfolio

Liaison

- Work closely with the multi-professional, management and administration teams to ensure the smooth running of the AHVS team, reporting any problems encountered to the relevant person and ensuring everyone is aware of the different roles within the team
- Work closely with the Enhanced health and care home team and wider PCN and Community team.

Meetings:

It will be necessary to attend and contribute to various PCN and MDT meetings as requested. The only reason for not attending will be annual, study or sick leave or if a non-working day.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Equality and diversity:

- The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:
 - Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
 - Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues

Quality:

- The post-holder will strive to maintain quality within the PCN, and will:
- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patients' needs.
- Effectively manage own time, workload and resources.

Communication:

- The post-holder should recognize the importance of effective communication within the team and will strive to:
- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

Physical and Mental Skills

- The post holder should be physically fit for the role with the necessary keyboard and IT skills.
- Required to communicate across the health community and with patients / carers where the nature of the information given may be sensitive and could be disputed.
- The post holder should be empathetic and skilled in listening, persuasion and negotiation, and recognizes Care, Compassion, Courage, Competency, Communication, and Commitment in their role.

Effort and Environment

Physical Effort

- Frequent long periods of time spent writing up patient related information within agreed time limits. There is a need for speed and accuracy. This is a continuous requirement throughout each day.
- Prolonged periods of time spent in a sitting position at a computer screen when answering the telephone and writing clinical information in patients notes at the same time.
- Infrequent sitting or standing in a restricted position eg: crouching or kneeling to deliver care. Infrequent moderate / occasional intense effort for several short periods.
- Treatment sessions may require the post holder to undertake moving and handling tasks with the patient which may or may not involve using specialist equipment. Occasional requirement to transport bulky equipment to patient's homes.

Mental Effort

- Prolonged periods of concentration are required frequently throughout each shift when prioritising referrals and allocating work to other team members. This can often involve changing from one task to another and back to original task with several interruptions in between.

- Prioritising work is essential, as often many tasks are required to be undertaken simultaneously. The post holder is required to work under pressure and meet deadlines.
- Concentration on reading and writing reports is necessary. Deadlines are applicable for multi-professional meetings.
- Concentration for periods of time when working and discussing health issues with patients, families and carers.

Emotional Effort

- Some patients will have complex needs. Some will have problems that can cause stress for the post holder.
- The post holder can also be faced with distressing circumstances and emotionally demanding situations, which will come about occasionally when dealing clients and their families. There can be frustration when patients do not accept or action health plans.

Working Conditions

- To function effectively across a variety of environments e.g.: Hospital, GP Practice, patient's homes and care homes.
- Occasionally the post holder may be exposed to aggressive verbal/physical aggression from patients, relatives and other health and social care professionals over the telephone or face to face.

Supplementary Duties and Responsibilities

Mobility

Employees may be required to work at any of the other sites within the organisation subject to consultation. The organisation is in a period of rapid change due to developments and rationalisation of services. This will lead to modification of structures and job descriptions. The post holder will be expected to co-operate with changes subject to consultation, at any time throughout the duration of their contract.

Health and Safety

Employees have a legal responsibility not to endanger themselves, fellow employees and others by their individual acts or omissions. The post holder is required to comply with the requirements of any policy or procedure issued in respect of minimising the risk of injury or disease.

Data Protection and Confidentiality

All employees are subject to the requirements of the Data Protection Act 2018 and must maintain strict confidentiality in respect of patient, client and staff records.

Safeguarding Responsibilities

The organisation takes the issues of Safeguarding Children, Adults and addressing domestic violence very seriously. All employees have a responsibility to support the organisation in our duties by:

- Attending mandatory training on Safeguarding children and adults.
- Making sure they are familiar with their and the organisation's requirements under relevant legislation.
- Adhering to all relevant national and local policies, procedures, practice guidance (e.g. LSCB Child Protection Procedures and Practice Guidance) and professional codes.
- Reporting any concerns to the appropriate authority.

Smoking and Health

The organisation has a no smoking policy throughout its premises, including buildings and grounds.

Equality and Diversity

The organisation is committed to promoting equal opportunities to achieve equity of access, experience and outcomes and to recognising and valuing people's differences. This applies to all activities as a service provider, as an employer and as a commissioner.

Information Management and Technology (IM&T)

All staff are expected to utilise the relevant national and local IM&T systems necessary to undertake their role.

Flexible Working

The organisation is committed to offering flexible, modern employment practices, which recognise that all staff need to strike a sensible balance between home and work life. All requests to work flexibly will be considered.

Clinical Supervision

It is mandatory for all professionally qualified staff and clinical support staff to actively participate in clinical supervision as an integral part of their professional development for a minimum of four sessions per year. Clinical Supervision will be monitored via an annual Performance and Development Review (PDR).

Resource Management

Ensure the effective and efficient use of physical and financial resources, make recommendations regarding supplies and equipment

Freedom to Act

- Maintain active status on HCPC register
- Act always in accordance with HCPC Code of Conduct and guiding documents
- Adhere to organizations policies and procedures, guided by occupational policies and procedures in primary and secondary care.
- Maintain up to date skills and knowledge and maintain awareness of professional issues.
- Maintain a professional portfolio.
- Works without supervision plans own workload, guidance sought if required from line manager and colleagues.
- The post holder should demonstrate good organization and time management skills

Reasonable Adjustments

The organisation is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

The above is only an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.

The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the PCN and the Organisation.

PERSON SPECIFICATION & SUPPORTING EVIDENCE

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Qualifications/Education:	ESSENTIAL	DESIRABLE
Active and relevant professional registration with HCPC	✓	
BSc in a training programme approved by the College of Paramedics		✓
Master's degree in Advanced Clinical Practice or equivalent		✓
Evidence of relevant CPD	✓	
Advanced Life Support Provider		✓
Independent Non-Medical Prescribing Qualification		✓
Knowledge, Skills and Experience:	ESSENTIAL	DESIRABLE
Experience of working within a multi-disciplinary team	✓	
Experience of working in Primary and community Care		✓
Ability to manage and prioritise workload.	✓	
Ability to work flexibly in core hours to meet the needs of the service.	✓	
Proven ability to work autonomously and as part of a team.	✓	
Sound organisational skills	✓	
Excellent communication skills.	✓	
Able to professionally and appropriately challenge differing opinions as a patient advocate.	✓	
Basic IT skills in word processing and e-mail.	✓	
Experience in using I.T. based patient documentation systems.	✓	
Record keeping skills.	✓	
Understanding of health education/promotion.	✓	
Understanding of Confidentiality and the Data protection Act	✓	
Understanding of clinical governance and its significance and impact upon practice.	✓	
Ability to participate in audit and standard setting	✓	
Awareness of equality and valuing diversity principles	✓	
Experience of clinical supervision		✓
Evidence of experience / competency in the form of a professional portfolio.	✓	
Circumstances	ESSENTIAL	DESIRABLE
Car owner/driver, with exclusive access to a vehicle	✓	
Ability to work alone in the primary care setting	✓	

