

JOB DESCRIPTION

PART A: JOB DETAILS

JOB TITLE: Emergency Care Practitioner

AFC BAND: 6

HOURS: 37.5

DIRECTORATE: Emergency Operations

DEPARTMENT: Emergency Operations

REPORTING TO: Local Management

BASE:

PART B: JOB SUMMARY

The ECP works across primary and pre-hospital care, utilising a range of tools and models of practice, to carry out an autonomous assessment of patient care needs providing an integrated service model aimed at:

- Improving the patient's journey and experience by providing an in hours/out-of-hours/ unscheduled and emergency care to a given population. Respond appropriately to emergency calls as identified by the Emergency Operations Centre.
- Reducing time with diagnosis/treatment and fast-tracking the patient through the emergency care pathway.
- Enhancing the focus on appropriate admissions and referrals through access to appropriate care at point of need.
- Providing an innovative service, underpinned by specialist knowledge and skills from a wide range of healthcare disciplines, offering the first point of contact at the appropriate place and time.

PART C: KEY RELATIONSHIPS

Patients, relatives of patients, general public, Allied Health Professionals, other emergency services, Healthcare professionals, all Trust staff

PART D: JOB SPECIFIC RESPONSIBILITIES

Clinical - Areas of Specialism, Responsibilities for Patient care

- When accompanied by less clinically qualified or less experienced staff, provide clinical support to ensure correct diagnosis and treatment, and take the lead where necessary
- Accurately triage and prioritise patients demonstrating the use of a variety of techniques to elicit the history of an event/illness including past medical and drug history.
- Provide assessment, treatment and diagnosis at point of first contact by attending to patients in a variety of clinical and non-clinical settings according to patients needs
- Evaluate clinical information from examination and history taking and initiate appropriate treatment and/or referral.
- Signpost appropriately to other services in the identified healthcare pathway.
- Refer patients to appropriate care settings, where appropriate.
- Discharge or treat, as appropriate and within the scope of practice.
- Administer and where appropriate supply medication and treatments according to agreed protocols, best practice, current guidelines and legislation.
- Follow national and local clinical protocols and local guidelines
- Maintain accurate and systematic documentation of patient's interactions and clinical care provided, including any adverse events, adult/child protection or vulnerable concerns or other notifiable matters.
- Communicate effectively with healthcare professionals, colleagues and a range of individuals e.g. police, patients, carers and relatives etc.
- Demonstrate effective use of information technology in relation to clinical practice.
- Design appropriate care and treatment programmes according to patients assessed needs, in a variety of health care settings e.g. GP practices, Primary Care Centres, patients homes, MIU's etc. As an autonomous practitioner the ECP will exercise their own clinical judgement to assess, diagnose, treat, refer or discharge patients with undifferentiated and undiagnosed injury and illness. The ECP will utilise the ECP guidelines and their own specialist knowledge to inform clinical and non-clinical decisions relating to individual patient care episodes where a range of options and implications of these have to be considered.
- Order, undertake and interpret diagnostic tests (where appropriate)
- Follow and promote best practice for infection control.
- Ensure that clinical practice is delivered through appropriate governed processes.

Professional/Job Role - Level of independence, Degree of supervision, analytical, problem solving

- Respond to the needs of patients with undifferentiated and undiagnosed needs.
- Attend to the needs of patients, presenting in a variety of ways.
- Where appropriate autonomously prioritise and self-manage workload or own caseload.

- Liaison with the Lead Clinician, Lead for Primary Care, Clinical and Locality Managers , Education providers, other ECPs, Receiving and making direct referrals from and to General Practitioners, Paramedics and ambulance staff, A & E teams, Medical/surgical admissions Teams, Co-operatives, Secondary Care Consultants e.g. Care of Older People physicians and other Secondary Care Medical Staff, Community Matrons, Community Nurses, Practices Nurses, Allied Health Professionals, Pathology staff, Mental Health professionals/staff, Paediatrics and other diagnostic staff, pharmacists/chemists, Social Services, Intermediate Care etc. as indicated by the patients' needs and appropriate care pathway.

Organisational - Contribution to service/policy development within the team or CCG Business plans strategic and service responsibility

- Operate as an effective member of the ECP team and wider healthcare teams in A&E Operations
- Maintain accurate and systematic documentation of patients' interactions and clinical care provided, including any adverse events, child protection issues or other notifiable matters.
- Handle complaints in relation to organisational procedures.
- Attend HM courts and Coroner's court, as and when required for the purposes of giving evidence.
- Provide information to inform the evaluation and efficiency of the role and for performance management purposes as requested by the PCT.
- Inform, contribute and communicate to the public via various patient/carer forums.
- Engage in self –appraisal and contribute to the development of others through clinical supervision and reflective practice and on the job clinical teaching.
- Assist in marketing and promoting this role within the health community both locally and nationally.
- Assist the Trust (as identified) in medium to long term planning for this role and you may be required to attend development groups to represent the role and the team.
- Work in such a way that promotes a “whole systems approach” to emergency care provision ensuring liaison and partnership working across organisational boundaries e.g. with secondary care providers, social services, primary care etc.

Communication

- On a daily basis liaise and interact with a multi-professional team across organisational boundaries e.g. secondary care providers, social services, primary care etc accordingly to patient needs and the appropriate care pathway.
- Ensure that there is continuing of patient care and that appropriate care pathways are implemented through effective communication with other disciplines and organisations to ensure that the patient receives the appropriate level of care and wherever possible hospital admission is avoided.
- Communicate effectively using a variety of media such as written reports, care plans/programmes, verbal reports and clinical discussions, electronic reports and requests etc.
- Demonstrate empathy when dealing with patients, carers/relatives and other healthcare professionals and organisations when developing and

implementing care plans/programmes to ensure that the patient receives an optimal level of care.

- Communicate with patients, friends and relatives in a caring and professional manner at all times and in particular during stressful situations

Education and Research - Contribution to NI Service, Responsible for Student Training, Audit, Higher and Further Education

- Participate if required in teaching, mentoring and assessing during clinical practice situations for e.g. student paramedics, student ECPs, pre-registration nursing students and other students, post registration students, junior doctors, GP trainees etc according to the level of competence reached in the role.
- Engage in clinical and service audit and research, and provide information to inform activity data and audit for the purpose of performance monitoring and evaluation of the role.
- Engage in self-appraisal and continuing professional development and contribute to the development of others through clinical supervision and reflective practice and on the job teaching in the clinical setting.

Managerial - Responsibility for staff, equipment, resources and administration.

- Effectively manage your own time and prioritise your own workload.
- Contribute to the planning of staff rotas for the ECP Team
- Check the vehicle to ensure roadworthiness, reporting any defects or damage accordingly.
- Ensure the security and safe storage and maintenance of any allocated equipment, medications (including controlled drugs) and goods.
- Accurate completion of relevant documentation, including correct procedure for disposal of out of date drugs.
- Take part in the Trust's individual appraisal scheme a minimum of annually.
- Responsible for the stock and maintenance of drugs as per the medicines management policy.
- Contribute to the medicine management policy and its development
- Ensure that your practice is within good clinical governance and based on sound up to date clinical evidence and that where appropriate you identify and assess any risks associated with patient care or to yourself and that these risks are communicated to your line manager, the emergency care and out of hours clinical lead manager.
- Comply with Health and Safety at Work legislation and the Trusts policies and procedures to maintain a safe working environment, including use of personal protective equipment where supplied.
- Take reasonable actions and precautions to ensure the Security and care of Trust premises, including ambulance stations. Use all Trust equipment, facilities and premises in a careful and proper manner, with due regard for the security of such items and the safety of self and others
- Contribute to the marketing and promotion of this role within the educational, health and social care community both locally and nationally

PART E: GENERAL RESPONSIBILITIES

Flexibility: The postholder may be required to work at any of the Trust's sites in line with service needs.

Infection Prevention and Control: All Trust employees have duties under the "Health and safety at Work etc. Act 1974" which have a bearing on the prevention and control of infection in particular: Staff are expected to understand their responsibilities as outlined in the infection prevention and control policy and related guidelines, comply with all stated systems and maintain their knowledge of infection prevention and control relative to their role.

Confidentiality, Data Protection, Freedom of Information and Computer Misuse: All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Communication: All staff should be able to communicate effectively with people who use services and other staff, to ensure that the care, treatment and support of people who use services is not compromised.

Health, Safety, Security and risk management: All staff are required to adhere to and act consistently with all relevant health and safety legislation and Trust policies and procedures in order to ensure that their own and the health, safety and security of others is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives in accordance with the Trust's risk management strategy and policies.

Major Incident: In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest or other potential large scale service disruptions (e.g. Pandemic) and to undertake training as necessary.

Business Continuity: All AfC Band 7 postholders and above, are required to ensure that the business continuity management system requirements under their area of responsibility are fully embedded into day to day business processes and that the necessary resources are available. Postholders should promote continual improvement of the Trust's business continuity management system. This includes communicating the importance of effective business management to their team(s) and direct and support others to contribute to the effectiveness of business continuity. Promote continual improvement of the Trusts business continuity management system.

Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy etc.

Mandatory, job related training and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in KSF and appraisal.

Safeguarding children and vulnerable adults: All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this and your responsibilities can be sought from the Trust's Child Protection Leads.

No Smoking Policy: East of England Ambulance Service NHS Trust is a no smoking Trust and all staff must comply with the Trust's no smoking policy.

Data Quality: It is the responsibility of all employees to ensure data is of a high quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

Standards of Business Conduct: It is the responsibility of all employees to conduct all business in an honest and ethical manner. The Trust is committed to acting with integrity in all its dealings and relationships and to implementing effective systems to prevent bribery. The Trust will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct, including its dealings with public and private sector organisations and the delivery of treatment and care to patients. Following the implementation of the Bribery Act 2010, all employees should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties or offered to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Trust's commitment to this, please refer to the Trust's Anti-Bribery Policy.

Sustainable Development: EEAST is committed to delivering its services in a more sustainable way, encouraging staff and patients to make sustainable lifestyle choices through awareness campaigns and working with local communities. All employees have a responsibility to ensure the Trust achieves its high standard of sustainable development, and have positive impacts on health, expenditure, efficiency and equality across the six counties of the Eastern region in which it operates.

PART F: STRUCTURE CHART

PART G: PERSON SPECIFICATION

PERSON SPEC. HEADING	CRITERIA	DESCRIPTION/COMMENTS:
1. Education, Qualifications Training	Paramedic Qualified Emergency Care Practitioner	Current registration with HCPC Evidence of successful completion of a recognised post-graduate ECP Course as defined by the Competence and Curriculum Framework for ECPs –Skills for Health, DOH or a willingness to undertake. This course should be at least 1000 hours in length of which at least 300 hours should be designated as theory learning and 700 hours designated as clinical learning. Evidence includes presentation of professional portfolio documenting physical examination and clinical assessment and decision-making skills attained, clinical practice experience undertaken, along with evidence of the theoretical knowledge gained, written assessed assignment and OSCEs (objective structured clinical examination) obtained.
	On-going training and commitment to development	Evidence of continuing professional development. Willing and able to undertake study at L6 Up to date Professional Portfolio demonstrating competence as a Specialist Practitioner
	Prescribing & Supporting Prescribing Qualification	Willingness to achieve prescribing/supplementary prescriber qualification at Degree level. Experience of using Patient Group Directions to supply medication to patients.(applicable to relevant registrants)
2. Experience	Demonstrable experience post qualification years post registration experience working within an emergency/urgent care Evidence of practice as a qualified ECP	Minimum of 1 years post registration experience of working within an emergency/urgent care setting e.g. A & E services, Medical Admissions Units, CCU, Acute Medicine, Walk in Centre prior to qualifying as an ECP Experience as an ECP in a Primary Care and or Pre-Hospital and or Acute Setting
	Experience of providing emergency care an understanding of the emergency care pathway	Minimum of 2 years experience of assessing patients requiring emergency/urgent care and planning/designing emergency care treatment plans/programmes prior to becoming an ECP. Experience of using clinical examination and diagnostic reasoning skills in emergency care.
	Experience of working in a multi disciplinary team	1years experience of working within a multi disciplinary team providing emergency care e.g. A & E services, Medical Admissions Units, CCU, acute medicine etc.

	Partnership working	Experience of developing relationships with external agencies and organisations Experience of working across organisational boundaries within health or social care
3. Knowledge	Team working	An understanding of team dynamics, including what factors make teamwork well and what can go wrong. Particularly in relation to a multi-disciplinary team and cross boundary working.
	Primary care or NHS context	An understanding of the role of Primary Care in Emergency and Out of Hours provision and how it fits within the wider NHS Context.
	Relevant legal issues	An understanding of the law relating to (e.g.) Data Protection. An understanding of the (e.g.) Data Protection Act 1998
	Equal opportunities and diversity	An understanding of the implications of cultural difference for service delivery An understanding of the steps that need to be taken to provide appropriate, accessible and sensitive primary health care services.
4. Skills and abilities	Team player	Able to work effectively as part of a team
	Initiative	Able to work without direct supervision to achieve the objectives of the post
	Prioritisation	Able to prioritise work form more than one manager. Able to identify and prioritise complex clinical workloads and demands
	Communication	Able to communicate clearly and succinctly in writing. Able to provide clear and concise verbal communication. Able to communicate electronically and via the telephone. Able to present complex clinical information to other healthcare professionals as required. Able to communicate to patients, friends and relatives professionally in stressful situations. Able to communicate/break bad news to patients, friends and relatives
	Working relationships	Able to build effective working relationships at all levels across disciplines and organisations.
	Ability to work alone	Able to work alone in patients homes within protocols and guidelines and demonstrates confidence and a professional manner.
5. Other job-related requirements	Flexibility in relation to working hours	Able to work a flexible rota in order to provide a service that meets demand and patient needs. Able to vary days worked and times of the day worked and location worked, includes unsocial hours and weekend working.
	Mobility for community work	Access to reliable transport or means of travel.

PART H: JOB DESCRIPTION RECORD

This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the postholder in line with service needs and priorities.

Date Created:

Created by:

Postholder's signature: