

NATIONAL PROFILES FOR AMBULANCE SERVICES

CONTENTS

Profile Title	AfC Banding	Page
Emergency Service Call Taker*	2	2
Patient Transport Services (PTS) Driver	2	3
Ambulance Services Driver (PTS) Higher Level*	3	4
Ambulance Practitioner	4	5
Ambulance Practitioner Specialist	5	6
Ambulance Practitioner Advanced	6	7
Emergency Services Team Leader*	6	8
Emergency Services Area Manager*	7	9

***New in April 2007.**

Please note: these are reviewed profiles and replace those below which have been withdrawn and in some cases the reviewed profiles have an amended profile label.

The following profiles have been withdrawn:

Profile Title	AfC Banding	Date of Publication
(Ambulance) Call Taker/Control Assistant	2	March 03
Patient Transport Services (PTS) Driver/Carer Higher Level	3	April 04
Ambulance Station Officer (Team Leader)	6	March 03
Ambulance Service Area Manager	7	March 03

Profile Label: Emergency Service Call Taker

- Job Statement:**
1. Takes emergency calls from members of the public, other emergency services
 2. Inputs key information into computerised system; provides advice from protocols
 3. Dispatches one or more ambulances to emergency by radio control

Factor	Relevant Job Information	JE Level	JE Score
1. Communication & Relationship Skills	Provide and receive routine information requiring tact or persuasive skills Exchanges information with callers: gives advice, empathy & reassurance, callers may be distressed, have English as a second language	3(a)	21
2. Knowledge, Training & Experience	Range of work procedures requiring job training Procedures for responding to calls, use of medical protocols: acquired through job training on medical priority system such as AMPDS or CBD	2	36
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis Skills for assessing emergency calls to determine which protocol to follow	2	15
4. Planning & Organisational Skills	Organise own day to day work tasks or activities Plans own activities around incoming calls	1	6
5. Physical Skills	Physical skills obtained through practice Dexterity, co-ordination & sensory skills for use of keyboard to input information	2	15
6. Responsibility for Patient/Client Care	Provides basic clinical advice Provides advice from protocols	3(c)	15
7. Responsibility for Policy/Service Development	Follows policies in own role, may be required to comment Follows control room policies	1	5
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources Careful use of computer equipment	1	5
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees Demonstrate duties to new staff, short periods	1	5
10. Responsibility for Information Resources	Data entry, text processing, storage of data Inputs patient information into computer system	2(a)	9
11. Responsibility for Research & Development	Occasionally participate in equipment testing Tests call equipment	1	5
12. Freedom to Act	Well established procedures, supervision close by Supervision available when required	1	5
13. Physical Effort	Frequent sitting or standing in restricted position Sits at keyboard or radio most of each shift	2(a)	7
14. Mental Effort	Frequent concentration; work pattern predictable/ occasional prolonged concentration Takes calls, response job/ prolonged concentration during busy spells	2(a)- 3(b)	7-12
15. Emotional Effort	Frequent distressing or emotional; occasional highly distressing or emotional circumstances Calls concerning patient problems	3(a) (b)	18
16. Working Conditions	Use VDU equipment more or less continuously Sits at VDU for all or most of shift	2(e)	7
JE Score/Band		Band 2	181 - 186

Job Title: Patient Transport Services (PTS) Driver

- Job Statement:**
- 1 Collects patients and escorts to vehicle
 - 2 Drives vehicle to and from hospitals, clinics, departments
 - 3 Escorts patients to appropriate clinic or department

Factor	Relevant Job Information	JE Level
Communication & Relationship Skills	Persuasive skills, barriers to understanding Exchanges condition related information with patients, relatives, empathy & reassurance	3(a)
Knowledge, Training & Experience	Range of procedures, induction training Procedures for collecting and conveying patients; training over weeks	2
Analytical & Judgemental Skills	Straightforward job related facts Responds to route, appointment problems	1
Planning & Organisational Skills	Planning & Organisational Skills Plans route, adjusts for road, traffic conditions	2
Physical Skills	Skills acquired through practice Dexterity, co-ordination & sensory skills for driving	2
Responsibility for Patient/Client Care	Provides basic care to patients Provides transport, escort services	3(a)
Responsibility for Policy/Service Development	Follows policies, may comment	1
Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment Responsible for vehicle & equipment	1
Responsibility for Human Resources	Demonstrates own duties to others May demonstrate duties to new staff	1
Responsibility for Information Resources	Records personally generated information Maintains records	1
Responsibility for Research & Development	Little or no responsibility	1
Freedom to Act	Standard operating procedures, supervision available Supervision available by radio	2
Physical Effort	Frequent requirement to exert moderate effort for several short periods during shift Lifts, pushes & pulls patients several times, daily	3(c)
Mental Effort	Frequent requirement for concentration, work pattern predictable Drives patients, daily schedule	2(a)
Emotional Effort	Occasional distressing circumstances Patients with serious or disfiguring injuries	2
Working Conditions	Occasional unpleasant conditions; frequent requirement to drive	2(a)(c)
JE Score/Band	JE Score 181	Band 2

Profile Label: Ambulance Services Driver (PTS) Higher Level

- Job Statement:**
1. Transports patients for appointments and treatment at a variety of locations
 2. Assists patients as required, e.g. administers medical gases, first aid
 3. May supervise a small team of patient transport drivers

Factor	Relevant Job Information	JE Level	JE Score
1. Communication & Relationship Skills	Provide and receive routine information requiring tact or persuasive skills; barriers to understanding Exchanges information with patients, relatives requiring empathy and reassurance	3 (a)	21
2. Knowledge, Training & Experience	Range of routine work procedures, requiring job training Procedures for driving, collecting and conveying patients and giving basic first aid, acquired through job training for IHCD care assistant or equivalent	2	36
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis Assess patient safety	2	15
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Plan route, adjusts for road, traffic conditions	2	15
5. Physical Skills	Developed physical skills; advanced or high speed driving Advanced skills for minibus/ ambulance driving	3 (a)	27
6. Responsibility for Patient/Client Care	Provides personal care to patients/ clients Provides patient transport services and basic care	3 (a)	15
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment Follows ambulance service policies	1	5
8. Responsibility for Financial & Physical Resources	Handles cash, valuables; safe use of expensive equipment Handles patients valuables; Responsible for vehicles & equipment	2 (a)(e)	12
9. Responsibility for Human Resources	Demonstrates own duties to new or less experienced employees/ day to day supervision May demonstrate own duties to staff/ supervises a small team of patient carers	1-2 (a)	5-12
10. Responsibility for Information Resources	Record personally generated information Maintains records	1	4
11. Responsibility for Research & Development	Undertakes surveys or audits, as necessary to own work Completes e.g. staff surveys	1	5
12. Freedom to Act	Standard operating procedures, someone available for reference Works on own initiative, clinical supervision available via radio	2	12
13. Physical Effort	Frequent moderate effort for several short/ long periods; occasional intense Moving patients in wheelchairs, with aids; lifting patients	3(c)- 4(b)(c)	12-18
14. Mental Effort	Frequent concentration; work pattern predictable Concentration for driving, daily schedule	2 (a)	7
15. Emotional Effort	Frequent distressing or emotional circumstances Patients with medical or mental health conditions	3 (a)	18
16. Working Conditions	Frequent unpleasant conditions Smells, body odours, verbal aggression	3 (a)	12
JE Score/Band		Band 3	221 - 234

Profile label**Ambulance Practitioner****Job Statement:**

1. Responds to emergency, urgent and routine calls, delivers treatment
2. Undertakes emergency driving; lifts and carries patients
3. Undertakes daily vehicle checks, check and re-stock equipment and supplies

Factor	Relevant Job Information	JE Level
1. Communications	Provide and receive complex, sensitive information; barriers to understanding Communicates condition related information to patients/clients, relatives and clinical staff; requires empathetic and reassurance skills	4a
2. Knowledge Training and Experience	Range of work procedures and practices, base level theoretical knowledge Knowledge of procedures for emergency and other situations; acquired through training for IHCD technician qualification or equivalent	3
3. Analytical and Judgement	Range of facts or situations requiring analysis, comparison of range of options Assesses situation, decides courses of action in accordance with guidelines and protocols	3
4. Planning and Organising	Organise own day to day work tasks or activities Plans, organises own tasks/ plans, organises on-scene activities	1-2
5. Physical Skills	Developed physical skills, manipulation of objects, people; narrow margins for error; highly developed physical skills, accuracy important, manipulation of fine tools, materials Dexterity, co-ordination & sensory skills for driving, lifting & moving patients, clinical procedures e.g. intra-muscular injections while moving	3(a) (b)
6. Patient Care	Implement clinical care, care packages/ provide advice in relation to care Assesses and delivers emergency and medical treatment within clinical guidelines; provides advice to patients, carers	4(a) (c)
7. Policy and Service Development	Follow policies in own role, may be required to comment Follows ambulance service policies, may comment on proposals for change	1
8. Financial and Physical Resources	Handle cash, valuables; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of ambulance & equipment	2abce
9. Human Resources	Demonstrate own activities to new or less experienced employees May demonstrate own duties to new members of staff, including students	1
10. Information Resources	Record personally generated information Keeps records of emergency and other treatment, incidents	1
11. Research and Development	Complete surveys or audits as necessary to own work Completes e.g. staff surveys, occasionally involved in equipment trials, clinical audits	1
12. Freedom to Act	Standard operating procedures, someone available for reference Works within relevant emergency medical treatment protocols and procedures, advice is available from more senior healthcare practitioners	2
13. Physical Effort	Occasional/ frequent intense effort for several short periods Lifting and carrying patients/clients in limited physical space	4c-5b
14. Mental Effort	Frequent concentration, work pattern pattern/unpredictable Concentration on driving, delivering emergency medical care/ may be switched to other emergency situations	2a-3a
15. Emotional Effort	Occasional trauma; frequent highly distressing or emotional circumstances Arriving at and dealing with e.g. families at the scene of accidents	4ab
16. Working Conditions	Considerable exposure to hazards Unavoidable exposure to physically dangerous situations on a regular basis	5
JE Score/Band	JE Score 292-313	Band 4

Profile label:
Job Statement:

Ambulance Practitioner Specialist

1. Responds to emergency, urgent and routine calls; delivers treatment, including drug therapies
2. Undertakes emergency driving; lifts and carries patients
3. Undertakes daily vehicle checks, checks and re-stocks equipment and supplies

Factor	Relevant Job Information	JE Level
1. Communications	Provide and receive complex, sensitive information; barriers to understanding Communicates condition related information to patients/clients, relatives and clinical staff; requires empathetic and reassurance skills	4a
2. Knowledge Training and Experience	Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge Knowledge of clinical procedures for responding to emergency and other situations, including drug therapy, ECG acquired through training for full IHCD qualification or equivalent theoretical study and experience	4
3. Analytical and Judgement	Range of facts or situations requiring analysis, comparison of range of options Assesses situation, decides courses of action in accordance with guidelines and protocols	3
4. Planning and Organising	Plan and organise straightforward activities, some ongoing Plans, organises on-scene activities	2
5. Physical Skills	Developed physical skills, manipulation of objects, people; narrow margins for error; highly developed physical skills, accuracy important, manipulation of fine tools, materials/ highly developed physical skills, high degree of precision Dexterity, co-ordination & sensory skills for driving, lifting & moving patients, clinical procedures e.g. intra-muscular injections while moving/ skills for advanced clinical interventions e.g. intubation, cricothyroidotomy	3(a) (b)-4
6. Patient Care	Implement clinical care, care packages/ provide advice in relation to care Assesses and delivers emergency and medical treatment within clinical guidelines; provides advice to patients, carers	4(a) (c)
7. Policy and Service Development	Follow policies in own role, may be required to comment Follows ambulance service policies, may comment on proposals for change	1
8. Financial and Physical Resources	Handle cash, valuables; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of ambulance & equipment	2abce
9. Human Resources	Professional/clinical supervision; provide training in own discipline Provides clinical supervision; job training to less experienced members of the care team	2bc
10. Information Resources	Record personally generated information Keeps records of emergency and other treatment, incidents	1
11. Research and Development	Complete surveys or audits as necessary to own work Completes e.g. staff surveys, occasionally involved in equipment trials, clinical audits	1
12. Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Works within relevant emergency medical treatment guidelines and procedures, work is managed rather than supervised	3
13. Physical Effort	Occasional/ frequent intense effort for several short periods Lifting and carrying patients/clients in limited physical space	4c-5b
14. Mental Effort	Frequent concentration, work pattern pattern/unpredictable Concentration on driving, delivering emergency medical care/ may be switched to other emergency situations	2a-3a
15. Emotional Effort	Occasional trauma; frequent highly distressing or emotional circumstances Arriving at and dealing with e.g. families at the scene of accidents	4ab
16. Working Conditions	Considerable exposure to hazards Unavoidable exposure to physically dangerous situations on a regular basis	5
JE Score/Band	JE Score 345-372	Band 5

NOTE: This profile is appropriate to Ambulance Paramedic roles. It is also appropriate to those Ambulance Technician roles requiring knowledge developed to an equivalent level to the full IHCD and carrying out duties as described in this profile.

Profile label:
Job Statement:

Ambulance Practitioner Advanced

1. Responds to emergency and urgent calls; provides advanced clinical interventions, including drug therapies, at scene; may work as sole practitioner; may prescribe within PGD (Patient Group Directive) guidelines
2. Undertakes emergency driving
3. Undertakes daily vehicle checks, checks and re-stocks equipment and supplies

Factor	Relevant Job Information	JE Level
1. Communications	Provide and receive complex, sensitive information; barriers to understanding Communicates condition related information to patients/clients, relatives and clinical staff; requires empathetic and reassurance skills	4a
2. Knowledge Training and Experience	Expertise within specialism underpinned by practical experience Knowledge of procedures for advanced clinical intervention at scene; acquired through diploma level qualification plus additional theoretical study and experience to degree or equivalent level	5
3. Analytical and Judgement	Range of facts or situations requiring analysis, comparison of range of options/Complex facts or situations requiring analysis, interpretation, comparison of range of options Assesses patient situations, decides on courses of action in accordance with guidelines and protocols/assesses complex patient conditions	3/4
4. Planning and Organising	Plan and organise straightforward activities, some ongoing Plans, organises on-scene activities	2
5. Physical Skills	Highly developed physical skills, high degree of precision Highly developed dexterity, co-ordination and sensory skills for advanced clinical interventions e.g. advanced airway management including intubation, cricothyroidotomy, suturing	4
6. Patient Care	Develop programmes of care, care packages/ provide specialist advice in relation to care Provides packages and programmes of emergency and medical care; provides specialist advice to patients, carers	5(a) (c)
7. Policy and Service Development	Follow policies in own role, may be required to comment/ implement policies and proposes changes to practices, procedures for own area Follows policies for provision of medical treatment, may comment on proposals for change/ proposes changes to practices and procedures	1-2
8. Financial and Physical Resources	Handle cash, valuable; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of vehicles and clinical equipment	2abce
9. Human Resources	Clinical supervision; provide training in own discipline Provides clinical supervision, provides job training to less experienced members of the care team	2bc
10. Information Resources	Record personally generated information Keeps records of emergency and other treatment, incidents	1
11. Research and Development	Complete surveys or audits as necessary to own work/Occasionally participates in equipment testing Completes e.g. staff surveys, occasionally involved in equipment trials/clinical audits	1
12. Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Works within emergency protocols and guidelines, work is managed rather than supervised	3
13. Physical Effort	Occasional/ frequent intense effort for several short periods Lifting and carrying patients/clients in limited physical space	4c-5b
14. Mental Effort	Frequent concentration, work pattern pattern/unpredictable Concentration on driving, delivering emergency medical care/ may be switched to other emergency situations	2a-3a
15. Emotional Effort	Occasional trauma; frequent highly distressing or emotional circumstances Arriving at and dealing with e.g. families at the scene of accidents	4ab
16. Working Conditions	Considerable exposure to hazards Unavoidable exposure to physically dangerous situations on a regular basis	5
JE Score/Band	JE Score 400 – 434	Band 6

Profile Label:	Emergency Services Team Leader		
Job Statement:	1. Provides emergency care, responds to emergency, urgent & routine calls 2. Provides clinical leadership of a team in all aspects of emergency work; monitors staff attendance, deals with staffing & resource issues 3. Investigates and deals with complaints		
Factor	Relevant Job Information	JE Level	JE Score
1. Communication & Relationship Skills	Provide and receive complex information; persuasive, motivational, negotiating, training skills are required Communicates condition related information to patients, relatives, requiring empathy & reassurance	4 (a)	32
2. Knowledge, Training & Experience	Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge Knowledge of clinical procedures for responding to emergency and other situations, including drug therapy, ECG, acquired through training for full IHCD qualification or equivalent theoretical study and experience	4	88
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options Attends incidents to assess and treat patients and advise on additional support required.	4	42
4. Planning & Organisational Skills	Plan & organise complex activities or programmes, requiring formulation, adjustment Plans staff assessments and implementation of clinical practice standards	3	27
5. Physical Skills	Highly developed physical skills, high degree of precision Dexterity, co-ordination & sensory skills for surgical procedures e.g. intubation, tracheotomy	4	42
6. Responsibility for Patient/Client Care	Implements clinical care/ care programmes; provide advice in relation to care Assesses and delivers emergency and medical treatment within clinical guidelines; provides advice to patients, carers	4(a)(c)	22
7. Responsibility for Policy/Service Development	Implement policies and proposes changes to practices, procedures for own area Contributes to policy reviews	2	12
8. Responsibility for Financial & Physical Resources	Safe use of expensive equipment Safe use of ambulance and equipment	2(e)	12
9. Responsibility for Human Resources	Day to day supervision Supervises, appraises team members	2(a)	12
10. Responsibility for Information Resources	Records personally generated information Maintains incident records	1	4
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to won work Occasionally participates in equipment, clinical trials	1	5
12. Freedom to Act	Clearly defined occupational policies, work managed, rather than supervised/ broad occupational policies Organises work of team/ works within broad paramedic policies and trust procedures	3-4	21-32
13. Physical Effort	Occasional/ frequent requirement to exert intense effort, several short periods each shift Pushes, pulls/ lifts patients in awkward, difficult positions	4(c)-5(b)	18-25
14. Mental Effort	Frequent concentration; work pattern unpredictable Concentration for emergency care, responds to emergency situations	3(a)	12
15. Emotional Effort	Occasional traumatic circumstances, frequent highly distressing or emotional circumstances Attends incidents	4(a)(b)	25
16. Working Conditions	Considerable exposure to hazards Incidents, aggressive patients	5	25
JE Score/Band		Band 6	399 - 417

Profile Label:	Emergency Services Area Manager		
Job Statement:	1. Manages area service, deals with staffing & resource issues; provides clinical leadership, manages external relationships, accountable for performance and patient outcome targets 2. Attends major incidents, emergency, urgent & routine calls 3. Investigates and deals with complaints		
Factor	Relevant Job Information	JE Level	JE Score
1. Communication & Relationship Skills	Provide and receive complex information; persuasive, motivational, negotiating, training skills are required Communicates condition related information to patients, relatives, requiring empathy & reassurance	4 (a)	32
2. Knowledge, Training & Experience	Expertise within specialism, underpinned by practical experience Procedures for responding to emergency & other situations, major incidents and staff management knowledge acquired through training and experience to degree level equivalent	5	120
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options Assess major incidents, care requirements, resources needed	4	42
4. Planning & Organisational Skills	Plan, organise complex activities or programmes, requiring formulation, adjustment Plans resource usage and clinical standards compliance	3	27
5. Physical Skills	Highly developed physical skills, high degree of precision Dexterity, co-ordination & sensory skills for surgical interventions e.g. intubation, tracheotomy	4	42
6. Responsibility for Patient/Client Care	Accountable for direct delivery of clinical, clinical technical, or social care services Responsible for delivery of area service	6(d)	39
7. Responsibility for Policy/Service Development	Implement policies and propose changes to practices, procedures for own area/ propose policy or service changes, impact beyond own area Review policies for own area/ impact on wider area	2-3	12-21
8. Responsibility for Financial & Physical Resources	Safe use of expensive equipment/ major budgets or financial initiatives Responsible for ambulance and equipment/ monitors, holds area budget	2(e)-3(c)	12-21
9. Responsibility for Human Resources	Line management for single function or department Management of area team including recruitment, performance, development	4(a)	32
10. Responsibility for Information Resources	Records personally generated information Maintains area records	1	4
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Occasionally participates in equipment, clinical trials	1	5
12. Freedom to Act	Broad occupational policies Interpret and implements policies and clinical guidelines for area, discretion to work within broad service/organisation policies.	4	32
13. Physical Effort	Frequent moderate effort for several short periods/ occasional intense effort for several short periods Moves equipment/ patients when attending incidents	3(c) 4(c)	12-18
14. Mental Effort	Frequent concentration; work Pattern unpredictable Concentration for emergency care, responds to incidents	3(a)	12
15. Emotional Effort	Frequent highly distressing or emotional circumstances Dealing with major incidents, complaints	4(b)	25
16. Working Conditions	Some exposure to hazards; Frequent highly unpleasant conditions Attends incidents	4a)b)	18
JE Score/Band		Band7	466 - 490