**PCN Paramedic
Job Description & Person Specification**

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| **Job title** | PARAMEDIC |
| **Line manager** | LEAD MANAGER |
| **Accountable to** | CLINICAL DIRECTOR – PCN |
| **Hours per week** | 37.5 (part time job share hours would be considered) |
| **Salary** | Band 7  |

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| **Job summary** |
| You will work autonomously within the community using your enhanced clinical and treatment skills to provide first point of contact for patients presenting with undifferentiated, undiagnosed or acute problems relating to minor illness or injury. You will also assist with Long Term Condition planning and support. You are a health professional who has the capability to make sound judgments in the absence of full information. You will be expected to attend patients in their own homes and/or care homes with a variety of conditions and to support the PCN pro-active care team. Minor illness and ailments or prescribing training could be available in the medium term along with career development opportunities.  |

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| **Primary responsibilities** |
| The following are the core responsibilities of the PCN Paramedic1. Working alongside the multi disciplinary team to provide a first point of contact across the PCN for patients presenting with undifferentiated, undiagnosed problems, making use of skills in history taking, physical examination, problem-solving and clinical decision-making to establish a diagnosis and management plan
2. To provide assessment, treatment and diagnosis at point of first contact by attending to patients in a variety of clinical or non-clinical settings according to patients’ needs
3. To undertake home/care home visits in accordance with the relevant protocols
4. To make professionally autonomous decisions for which he/she is accountable and ensure accurate record and notes keeping
5. To refer patients to an alternative care setting or treat and discharge as appropriate
6. To instigate necessary invasive and non-invasive diagnostic tests or investigations and interpret findings/reports
7. To ensure that professional standards are maintained and within the guidance provided by the Department of Health, the Health and Care Professions Council (HCPC) and the College of Paramedics (COP)
8. To support the development of excellent relationships across the PCN to enable collaboration for better patient outcomes
9. To support network implementation of agreed service changes and pathways, working closely with member practices, the wider PCN and the commissioner to develop, support and deliver local improvement programmes aligned to national and local priorities
10. To contribute to the PCN achieving its quality targets to sustain high standards of patient care and service delivery
11. To participate in identification of community health needs and develop patient/family-centred strategies to address them
12. To help develop and set up new patient services and participate in initiatives to improve existing patient services
13. To support in the delivery of enhanced services and other service requirements on behalf of the PCN
14. To participate in the management of patient complaints when requested to do so and participate in the identification of any necessary learning brought about through clinical incidents and near-miss events
15. To undertake all mandatory training and induction programmes
16. To contribute to and embrace the spectrum of clinical governance
17. To attend a formal appraisal with their manager at least every 12 months. Once a performance/training objective has been set, progress will be reviewed on a regular basis so that new objectives can be agreed
18. To provide effective visible leadership that fosters a culture of professionalism, compassion, excellence and the development of effective team working
19. To develop yourself and the role through participation in training and service redesign activities
20. To contribute to public health campaigns (e.g. flu clinics) through advice or direct care.
21. To maintain a clean, tidy, effective working area at all times
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| **Generic responsibilities** |
| All staff in the PCN have a duty to perform to the following:**Training and personal development*** Educated to degree or diploma level in Paramedicine or equivalent experience. You will have completed your two year consolidation of learning period as a newly qualified paramedic
* Training requirements will be monitored by yearly appraisal and will be in accordance with practice requirements. Personal development will be encouraged and supported by the practice. It is the individuals’ responsibility to remain up to date with recent developments.
* Participate in the education and training of students of all disciplines and the introduction of all members of the practice staff where appropriate
* Maintain continued education by attendance at courses and study days as deemed useful or necessary for professional development.
* If it is necessary to expand the role to include additional responsibilities, full training will be given.
* Develop and maintain a Personal Learning Plan

**Liaison*** There is also the need to establish and maintain good liaison with other surgeries and agencies, including secondary care and commissioners.

**Meetings*** It will be necessary to attend and contribute to various practice/PCN meetings as requested. The only reason for not attending will be annual, study or sick leave.

**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.

**Health & Safety:**The post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the Practice Health & Safety Policy, to include:* Using personal security systems within the workplace according to Practice/PCN guidelines
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
* Making effective use of training to update knowledge and skills
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
* Reporting potential risks identified

**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 recognizes 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
* Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional development:**The post-holder will participate in any training programme implemented by the PCN as part of this employment, such training to include:* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

**Quality:**The post-holder will strive to maintain quality within the practice, 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
* Recognize people’s needs for alternative methods of communication and respond accordingly

**Contribution to the implementation of services:**The post-holder will:* Apply practice policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect own work
* Participate in audit where appropriate
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The person specification for this role is detailed overleaf.

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| **Person specification – PCN Paramedic**  |
| **Qualifications** | **Essential** | **Desirable** |
| Registered paramedic | ✓ |  |
| Educated to degree/diploma level (Band 6) or equivalent experience | ✓ |  |
| Evidence of continual learning and professional development | ✓ |  |
| **Experience** | **Essential** | **Desirable** |
| Minimum of three years working as a paramedic Band 6 or equivalent | ✓ |  |
| An appreciation of the nature of GPs and general practice. An appreciation of the nature of primary care prescribing, concepts of rational prescribing and strategies for improving prescribing | ✓ |  |
| Awareness of telephone triage assessment |  | ✓ |
| Management of common minor injuries/illnesses | ✓ |  |
| Clinical examination skills | ✓ |  |
| Knowledge of needs of patients with long-term conditions | ✓ |  |
| Management of long term (chronic) conditions | ✓ |  |
| Clinical knowledge and understanding of the principles of evidence-based healthcare | ✓ |  |
| Awareness of the Advanced Clinical Practice Framework |  | ✓ |
| Understanding of the mentorship process |  | ✓ |
| An appreciation of the new NHS landscape including the relationships between individual practices, PCNs and the commissioners  |  | ✓ |
| Experience of clinical governance including audit |  | ✓ |
| Broad knowledge of general practice |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Ability to communicate complex and sensitive information effectively with people at all levels by telephone, email and face to face | ✓ |  |
| Willingness to work flexibly to deliver safe and effective healthcare | ✓ |  |
| Excellent interpersonal, influencing and negotiation skills, organisational skills with the ability to constructively challenge the view and practices of managers and clinicians | ✓ |  |
| Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports | ✓ |  |
| Clear, polite telephone manner | ✓ |  |
| Good clinical system IT knowledge of Systmone |  | ✓ |
| Ability to promote best practice regarding all pharmaceutical matters | ✓ |  |
| Effective time management (planning and organising) | ✓ |  |
| Demonstrate personal accountability, emotional resilience and work well under pressure | ✓ |  |
| **Personal qualities** | **Essential** | **Desirable** |
| Ability to follow legal, ethical, professional and organisational policies/procedures and codes of conduct  | ✓ |  |
| Ability to use own initiative, discretion and sensitivity | ✓ |  |
| Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity  | ✓ |  |
| Ability to use own initiative, discretion and sensitivity | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Ability to identify risk and assess/manage risk when working with individuals  | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Able to provide leadership and to finish work tasks | ✓ |  |
| Problem solving and analytical skills | ✓ |  |
| Ability to maintain confidentiality | ✓ |  |
| Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance and health and safety  | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Evidence of continuing professional development | ✓ |  |
| Access to own transport and ability to travel across the locality on a regular basis, including visiting people in their own home | ✓ |  |

This document may be amended, following consultation with the postholder, to facilitate the development of the role, the PCN and the individual. All personnel should be prepared to accept additional or relinquish existing duties to enable the efficient running of the PCN.