

**PART A: JOB DETAILS**

JOB TITLE: FREC 3

REPORTING TO: Head of Service / Area Service Manager

BASE: 56 Union Street, G1 3QX / Glasgow City Centre

PART B: JOB SUMMARY

Attending a wide variety of calls working as a pair or part of a larger team. You will also be responding to emergency, urgent and routine calls. You will also patrol the city centre and call any jobs you come across to the EOC.

Will be responsible for the assessment, care, treatment, referral and transport of patients and their carers/relatives in emergency and non-emergency situations from the city centre to the GSA Treatment Room or onward conveyance to hospital.

You will be expected to work with Registered and Non-Registered clinicians but also take lead within your crew and scope of practice whilst on the street. This includes medical emergencies. FREC 3 volunteers may be required to also work in the Glasgow Street Aid Treatment Centre where required.

PART C: KEY RELATIONSHIPS

All GSA volunteers, service users, stakeholders & clients.

PART D: JOB SPECIFIC RESPONSIBILITIES

1. Attend all cases of injury and illness and respond to emergency and urgent jobs
2. Maintain regular communication with the Glasgow Street Aid Control team using radio/telephony/mobile data terminals as necessary to receive and provide call information updates and register your current status and availability.
3. Mobilise according to Glasgow Street Aid procedures and locate/record call destinations quickly and effectively using satellite navigation systems, data terminals and maps, as appropriate.
4. Risk assess the incident scene for safety and any additional resource requirements, identifying the critically ill patient and develop a management plan to meet the presenting needs.



5. Conduct a systematic examination of the patient using assessment skills and a knowledge of the effects of acute/chronic illness and trauma to develop a working diagnosis.
6. Implement appropriate clinical care and treatment in accordance with the patient's needs, the Glasgow Street Aid Clinical Guidelines / procedures / policies and your own level of training and competence.
7. Adopt Infection Control procedures and Universal Precautions.
8. Apply clinical interventions in accordance with personal competencies plus other Glasgow Street Aid agreed procedures as per skills matrix.
9. To assist healthcare professionals to deliver clinical care beyond your scope of practice.
10. Identify and implement the most appropriate care pathway based on the patient's condition, their wishes and those of relatives/carers and the facilities/resources available.
11. Communicate with and manage patients, relatives and the public in a calm, sensitive and professional manner ensuring patient dignity and informed consent for all patient assessment and treatment.
12. Communicate effectively with a wide range of professionals and other agencies to support joint working to meet patient needs, which may, at times, be complex and sensitive.
13. To transfer the patient to and from the ambulance, undertaking a full and dynamic risk assessment, using the most appropriate equipment and moving/handling techniques for the patient's needs, condition and the circumstances.
14. As appropriate, transport patient(s) and others to and from hospitals and other treatment centres in a safe and comfortable manner, reassessing the patient's condition and responding appropriately to their needs en route.
15. To accurately complete the Patient log and other operational administration, as required.
16. Maintain confidentiality of patient information and restrict access by third parties to a strictly need to know basis, in accordance with the responsibilities of the Glasgow Street Aid Caldicott Guardian and the GDPR policy.
17. Contribute to the Glasgow Street Aid Clinical Audit and review of policies, as required.
18. Handle and dispose of all clinical waste and maintain appropriate standards of cleanliness of vehicles, equipment and premises, as detailed within the Glasgow Street Aid Infection Control policy.
19. Ensure the security of Glasgow Street Aid premises, vehicles and equipment and patient's property, as required, and report all damage or loss using charity reporting procedures.
20. Identify actual or potential hazards or risks to yourself, patients, colleagues or others within the work environment and take immediate and appropriate action to reduce or eliminate the risk.
21. Maintain your clinical and operational competence and undertake all mandatory training and Continuous Professional Development (CPD), commensurate with your role, as determined by the Glasgow Street Aid.
22. To provide advice and guidance to other staff, appropriate to your role.
23. To be conversant with the Glasgow Street Aid Major Incident Procedures and, as the first pre-hospital representative on scene, act as Incident Officer, until relieved.



24. To provide witness statements to the Glasgow Street Aid, Police or other authorised parties and attend HM Courts and Coroners Courts, as required.
25. To undertake a role that involves difficult and complex tasks/procedures and working in situations that may be physically, mentally and emotionally demanding, including support for the bereaved.
26. Supervision in line with GSA Clinical Supervision Policy.

Principle scope

1. As per GSA Skills Matrix

Note: The duties of the post and the Job Description will be subject to variation from time to time, as circumstances require, the above areas of responsibility being a guide to present requirements. Changes may be made in consultation with the postholder.

This profile is not a definitive document. The postholder will be required to participate in personal development, development reviews and the post will be subject to job evaluation. As Glasgow Street Aid develops, it is crucial that the postholder contributes to the process of organisational development within the charity.

PART E: GENERAL RESPONSIBILITIES

Flexibility: The postholder may be required to work at any of the Glasgow Street Aid's sites in line with service needs. The post holder may be required to undertake other duties temporarily, or on a continuing basis as may be required commensurate with this role.

Infection Prevention and Control: All Glasgow Street Aid volunteers have duties under the "Health and Safety at Work etc. Act 1974" which has a bearing on the prevention and control of infection in particular: Volunteers 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 volunteers 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 Glasgow Street Aid policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Any matter of a confidential nature, particularly information relating to patients, volunteers, or any of the Glasgow Street Aid business matters, must not, under any circumstances be divulged or passed on to any unauthorised persons. This duty extends after volunteering ceases.

Communication: All volunteers should be able to communicate effectively with people who use GSA services, and other volunteers, to ensure that the care, treatment and support of people who use these services is not compromised. Must be able to communicate and escalate concerns to the relevant people within the charity.



Health, Safety, Security and Risk Management: All volunteers are required to adhere to and act consistently with all relevant health and safety legislation and GSA policies and procedures in order to ensure that their own and the health, safety and security of others is maintained. This includes identifying and reporting concerns with:

- Risks to H&S
- Security of equipment and property
- Personal safety devices
- GSA issued protective clothing

Reporting of incidents should be as per GSA policy. GSA is not responsible for equipment, clothing, consumables, PPE, or other items that have not been issued by the charity.

Equality and Diversity: Actively promote the Glasgow Street Aid commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies.

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

Safeguarding children and vulnerable adults: All volunteers have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults. Further information about the Glasgow Street Aid commitment to this and your responsibilities can be found in GSA policy or by discussing with HOS/ASM/Clinical Lead.

Data Quality: It is the responsibility of all volunteers to ensure data is of a high quality, in order to support Glasgow Street Aid in providing a quality service. Data must be accurate, valid, reliable, timely, relevant and complete. For further information on the Glasgow Street Aid commitment to this, please refer to GSA policy.

**PART F: PERSON SPECIFICATION**

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	Specification	Essential	Desirable
1.	Physical Health & Appearance	Meet Glasgow Street Aid requirements for fitness and health standards. Can commit to one shift per month. High standard of personal hygiene. Wear uniform and PPE as supplied and directed.	
2.	Qualifications	Literate and numerate to Glasgow Street Aid tested level. FREC 3 qualification. Evidence of Continual Professional Development.	HPAC Registration
3.	Knowledge & Experience	Experience of dealing with people, demonstrating good bedside manner. Self disciplined and able to work on own initiative. Up to date CPD portfolio. Up to date BLS certificate.	Previous work in a caring profession. Work with public involvement.
4.	Personal Aptitude	Flexible & Adaptable Integrity Approachable Tactful & discreet	



		Diplomatic Caring Empathetic Mature Attitude Enthusiastic	
5.	Demonstrable Personal Skills	Team Player Clear communication skills. Negotiation skills.	
6.	Requirement to handle traumatic, emotional and distressing situations.	Capable of dealing with various patient conditions, some of which can be distressing.	
7.	Additional Requirements	PVG Clearance.	

PART G: JOB DESCRIPTION RECORD

This job description reflects the current main charity priorities for the post. In the context of rapid change taking place within Glasgow Street Aid these priorities will develop and change in consultation with the postholder in line with the charity's needs and priorities.