

**PART A: JOB DETAILS**

**JOB TITLE:** First Aider

**REPORTING TO:** Head of Service / Area Service Manager

**BASE:** 56 Union Street, G1 3QX

**PART B: JOB SUMMARY**

Will be responsible for the care and treatment of patients within the Glasgow Street Aid building under direct supervision of a clinician.

You will be expected to work with Registered and Non-Registered clinicians and assist in the assessment, treatment, and care of patients under their guidance.

Management of the efficient running of the GSA building, including replenishing stock, maintaining equipment, and security.

Handling IEP equipment and giving this to service users via the NEO system.

**PART C: KEY RELATIONSHIPS**

All GSA volunteers, service users, stakeholders & clients

**PART D: JOB SPECIFIC RESPONSIBILITIES**

1. Maintain an appropriate level of care for patients, relevant to their condition. This includes recognition of when additional skills or support may be needed.
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. Record, process and share information / paperwork regarding patient condition, care undertaken and observations to all appropriate healthcare partners.
4. 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.
5. Apply clinical interventions in accordance with personal competencies plus other Glasgow Street Aid agreed procedures as per skills matrix.
6. To assist healthcare professionals to deliver clinical care beyond your scope of practice.
7. 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.

8. Adhere to Glasgow Street Aid's policies in respect of the control of confidential information as outlined within the data protection act and the Caldicott principles.
9. To accurately complete the Patient log and other operational administration, as required.
10. Complete all relevant operational documentation, e.g. daily bay checks, cleaning, infection control, and other information in accordance with Glasgow Street Aid policy.
11. Maintain clear and regular communication with the Control Room and other Healthcare professionals / colleagues, in line with agreed protocols, e.g. ISO and Caldicott. Ensure that the needs of the patient are met and operational efficiency and effectiveness is maintained.
12. Ensure the security of Glasgow Street Aid premises, and equipment and patient's property, as required, and report all damage or loss using charity reporting procedures.
13. Physically manoeuvre and / or lift patients, including the use of supplied carrying aids, in circumstances where patients are unable to manage alone, after undertaking a manual handling risk assessment e.g. up and down stairs and within restricted spaces.
14. Provide any clinical assistance to the authorised level of competence in all circumstances that require it.
15. 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.
16. 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.
17. Participate in equipment trials, working parties and highlighting areas of potential personal and organisation service development.
18. Required to take personal responsibility for continued professional development through the personal development review process, the knowledge and skills framework and GSA training sessions.
19. Giving out IEP equipment and replenishing stock.
20. Competence in using the NEO system after internal training.
21. To provide witness statements to the Glasgow Street Aid, Police or other authorised parties and attend HM Courts and Coroners Courts, as required.

### **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**

<b>PART G: PERSON SPECIFICATION</b>			
	<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>1.</b>	<b>Physical Health &amp; Appearance</b>	Meet Glasgow Street Aid requirements for fitness and health standards.  Can commit to one shift per month.  High standard of personal hygiene. Wear uniform as supplied and directed.	
<b>2.</b>	<b>Qualifications</b>	Literate and numerate to Glasgow Street Aid tested level.  Holds EFAW minimum <b>OR</b> Healthcare Assistant employed within NHS setting <b>OR</b> BSc Nursing student Year 1	
<b>3.</b>	<b>Knowledge &amp; Experience</b>	Experience of dealing with people, demonstrating sound customer care skills.  Previous work in a caring profession.  Work with public involvement.	Previous Medical Experience  Experience working in an acute setting
		Flexible & Adaptable Trustworthy	.



<b>4.</b>	<b>Personal Aptitude</b>	Approachable Tactful & discreet Diplomatic Caring Empathetic Mature Attitude. Enthusiastic	
<b>5.</b>	<b>Demonstrable Personal Skills</b>	Team Player  Clear communication skills.	Negotiation skills.
<b>6.</b>	<b>Requirement to handle traumatic, emotional and distressing situations.</b>	Capable of dealing with various patient conditions, some of which can be distressing.	
<b>7.</b>	<b>Additional Requirements</b>	Enhanced 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 the Glasgow Street Aid these priorities will develop and change in consultation with the postholder in line with The charities needs and priorities.