



LIVES.

**COMMUNITY
EMERGENCY MEDICINE**

RECRUITMENT

Medical Technician



CV and a supporting statement to clinicaldirector@lives.org.uk

JOB DESCRIPTION – Medical Technician

About LIVES the Charity

LIVES is a forward-thinking innovative charity that first started 50 years ago. We passionately believe it takes a team to save a life, and that means we value our team and everything they do! CEMS is an exciting and motivated team of like-minded healthcare professionals who go above and beyond for their patients. LIVES is a flexible and supportive employer, who places education and continuing development at the centre of it's focus. Looking after our team and our local communities is what LIVES does best.

Every member of the LIVES team is vital to delivering the best outcome for patients, from the volunteer Community First Responder (CFR) and Medical First Responders (MFR)s attending a cardiac arrest, to experienced health care professionals bringing advanced treatments into the community. To enable all this to happen, LIVES is supported by a teams of dedicated people across various departments, all united in the mission to save lives and improve patient outcomes across Lincolnshire. This role is part of that team.

About LIVES Community Emergency Medical Services (CEMS)

In 2019, The 'NHS Long Term Plan' outlines how the NHS should evolve in the face of growing concern about meeting capacity in unscheduled care and in particular pressure on ambulance service trusts and accident and emergency departments. This included an increase in emergency treatment in a community-based setting, with aims such as advanced practitioners working with ambulance services to help reduce pressure on hospital services.

In 2020, in line with this aspiration, Lincolnshire CCG commissioned LIVES to provide enhanced assessment and interventions to patients who have accessed the NHS by dialling 999. The aims of the service were to reduce avoidable ED attendance and hospital admission as well as improving the patient experience care by delivering responsive healthcare in the community that traditionally could only be delivered in hospital. The LIVES CEMS (Community Emergency Medicine Service) was born.

Since its inception, CEMS has evolved into an independently governed pre-hospital care system. Key to our success is expert triage and clinical risk management by dedicated senior CEMS clinicians in ambulance control. If a case is suitable, one of 3 dedicated pre-hospital multi-disciplinary emergency care teams or one of 3 falls response teams can be dispatched. Each team

responds to incidents in a dedicated and well-equipped blue-light response vehicle featuring the latest technology. The falls response vehicles have been specifically designed and built to LIVES specification and feature a range of moving and handling aides and medical response equipment. To date, the teams have dealt with over 52,000 incidents, with about 3 in 4 activations resulting in a discharge on scene, thus avoiding an ambulance response or onward admission to hospital. Just as importantly from the patient's perspective we encourage ownership of and patients to exercise choice in their healthcare journeys.

Interventions range from simply giving reassurance, to providing advanced treatment in patients' homes, such as pre-hospital IV fluids and antibiotics, wound closure, the use of mobile diagnostic ultrasound and point of care blood testing. We work closely with colleagues in the NHS and when appropriate can direct patients to alternative community pathways such as urgent care response and palliative care specialist teams.

Although not part of the commissioned service, CEMS is pleased to support EMAS (East Midlands Ambulance Services) in responding to category 1 incidents such as cardiac arrests, life threatening medical emergencies and serious trauma, with practitioners providing interventions to their skill level.

As we expand both the geographical reach and clinical scope of the service there is a need to recruit new team members. This role is unique in the UK and provides an opportunity for healthcare professionals with suitable experience, aptitude, and a desire to build skills and experience in pre-hospital community emergency care to contribute and learn in a supportive, dynamic, multi-professional team environment

EMPLOYMENT DETAILS

Job Title:	CEMS Medical Technician.
Locations:	LIVES HQ, Units 5-8 Birch Court, Spratt Close, Boston Road Industrial Estate, Horncastle, LN9 6SB. You will be required to work at a range of locations within Lincolnshire to suit operational needs.
Working Pattern:	Full-time 4 x 10 hours shifts per week. Part-time and flexible working arrangements are encouraged. Weekend, Bank holiday and unsocial working hours will be required on a pro-rata basis, however there is no requirement to work overnight shifts. The service runs across all days of the week, 365 days a year.
Responsible to:	Ian Haresign and Adrian Dawson, Clinical Directors of the Community Emergency Medicine Services.
Responsive to:	CEMS Leadership Team, CEMS Clinical Team, LIVES HQ Leadership Team
Interacts with:	East Midlands Ambulance Service (EMAS) clinicians and managers, NHS primary and secondary care colleagues, social care sector, emergency

services, LIVES employed and volunteer colleagues wider health and social care community colleagues.

Line Management: This role has no direct line-management responsibilities. However, as an experienced pre-hospital care provider, you will be expected to support clinical colleagues either in person, or via remote telephone or video consultation.

Indemnity: CNST (Clinical Negligence Scheme for Trusts) also known as “Crown Indemnity” is provided for this post, although in keeping with standard practice for health professionals, all CEMS clinicians are encouraged to hold personal medical indemnity insurance in addition.

Responsibilities of the role

As one of our CEMS Medical Technicians, you will provide valuable clinical and driving skills to primarily support the Doctor or ACP across a range of taskings. Driving our modern fleet of blue-light response vehicles and working closely as part of a two person team, you will become a valued and respected member of the CEMS medical team. You will assist in the delivery of advanced clinical assessment and enhanced medical care in the pre-hospital setting. CEMS Medical Technicians will support clinicians in the management of patients across all ages and all levels of acuity, often involving complex presentations. A large percentage of these patients will be managed in the community by delivering care beyond the scope of a typical ambulance or primary care response. CEMS Medical Technicians will be empowered to undertake referrals to hospital and community services, acquire additional clinical skills and extend their scope of practice. Working closely alongside a Doctor, ACP, Paramedic or Nurse, the CEMS Medical Technician will have the opportunity to expand their clinical skills and medical knowledge whilst delivering first class patient care. As an experienced ambulance technician, the CEMS Medical Technician will already have acquired a broad experience of pre-hospital care and emergency driving, both essential in supporting Doctor and ACP colleagues who may come from a diverse primary and emergency care background.

Where patients need to be referred into other parts of the NHS, we aim to direct patients to the right speciality first time and enhance their pre-hospital management by the interventions we perform. You will play a key role in ensuring clinicians arrive safely at incidents, and provide skilled pre-hospital care to patients across Lincolnshire. To undertake this role, you will be an experienced qualified ambulance technician, with demonstrable NHS front-line exposure relevant to the role, and enthusiasm for working in new ways of healthcare delivery. You will have no restrictions on your practice in the UK. Additional experience gained from working in primary care, emergency medicine, palliative care, in leadership roles or instructing/assessing on pre-hospital care courses is desirable.

We feel recruiting ambulance technicians into the CEMS role is an exciting opportunity for the organisation, as well as providing a career opportunity for experienced ambulance technicians seeking a new challenge. Your commitment will be rewarded by access to clinical mentorship, in-house and external training as well as a comprehensive sign off process.

As one of our CEMS Medical Technicians, you must be able to demonstrate you are comfortable working as an equal in the multi-disciplinary team, meet the essential criteria and ensure you understand, and are able to apply the principles of effective crew-resource management (CRM).

MAIN DUTIES & RESPONSIBILITIES

Pre-Operational Training

- Undertake a LIVES corporate induction.
- Complete a CEMS Medical Technician induction, by multiple methods including a training needs analysis, mentored shifts, APEL (accreditation of prior experiential learning), clinical simulations, case based discussions and sign off competency package.
- Complete or demonstrate evidence of mandatory training elements including resuscitation of the adult, child and neonate.
- If necessary, undergo training in the use of SystmOne and CEMS IT Systems.
- Demonstrate currency in emergency response driving.

Operational Clinical Response / Patient Care

- Undertake the full range of ambulance technician duties, practicing independently and collaboratively as part of an enhanced pre-hospital emergency care team.
- Provide skilled assistance to registered professionals in the clinical assessment, investigation and treatment of patients experiencing illness and injury across the spectrum of acuity and across all ages.
- Perform clinical duties in accordance with LIVES and CEMS Standard Operating Procedures and clinical guidelines, recognising own limitations and scope of practice.
- Respond by road to patient's who have been identified as being suitable for a CEMS response by either the senior CEMS Clinician in ambulance control, or dedicated EMAS LIVES Dispatchers.
- Provide skilled pre-hospital knowledge and guidance at complex incidents, demonstrating the ability to organise and manage the scene until more skilled assistance arrives. This may involve organising and managing patients, bystanders or liaising with other emergency services e.g., Fire and Rescue, Police and Coastguard.
- Support other healthcare professionals requesting advice from CEMS medical team by providing telephone, or video consultations according to scope of practice.
- Participate in holistic and comprehensive patient assessment, encouraging patients to exercise choice over their healthcare needs and treatments.
- Utilise appropriate and relevant information to assist patients, carers and advocates to make informed health choices in line with national guidelines.
- Manage patients of all ages, with varying acuity and complexity, and where required assisting in the delivery of emergency care interventions and resuscitation according to scope of practice.
- Train to perform clinical procedures, including venepuncture to aid diagnosis.
- Check dose, prepare, and administer medicines in accordance to scope of practice and organisational policy and procedures.
- Assist in enhanced diagnostics and advanced treatments in the pre-hospital environment as part of the team in line with LIVES policies, procedures and operational guidelines.

- Perform duties in often unpredictable pre-hospital care settings where dynamic risk assessment is needed, and operate in often difficult, remote or challenging conditions with appropriate support and PPE (Personal Protective Equipment).
- Respond to major incidents as part of the pre-agreed major incident plans alongside other partner agencies.
- Liaise with ambulance control, relevant hospitals, community services and EMAS colleagues as required throughout the shift.
- Communicate effectively, demonstrating compassion and re-assurance, particularly when dealing with people who may have difficulty understanding e.g., children, people with learning disabilities, cognitive or mental impairment, and demonstrate ability to adapt and overcome barriers using interpersonal communication skills.
- Ensure informed consent is obtained wherever possible. Where consent cannot be given, CEMS Medical Technicians will be empowered to act in the patients best interests according to the Mental Capacity Act and LIVES Standard Operating Procedures.
- Input data into clinical and administrative databases and systems.
- Utilise appropriate experience, knowledge and skills as part of a two person team in order to provide high quality patient focused care in the pre-hospital setting.
- Dynamically assess incident scenes and identify environmental and clinical risks to patients, self and colleagues, taking into appropriate action to minimise these wherever possible.
- Identify safeguarding concerns and ensure these are reported and documented accurately according to LIVES and CEMS clinical guidelines and Standard Operating Procedures.
- Complete timely, accurate, contemporaneous clinical records and documentation in accordance with Caldicott principles, current legislation, information governance and regulatory frameworks.
- Ensure any near misses, operational incidents (actual or potential) are recorded and reported in accordance with LIVES CEMS Standard Operating Procedures.
- Liaise with other agencies and participate in, and if required, lead a hot debrief.
- Carry out manual handling of patients in emergency situations following a dynamic risk assessment, and utilising ambulance moving and handling equipment as necessary.
- Identify and take action when other peoples behaviour undermines equality and diversity.
- Take responsibility for own health and wellbeing, to ensure you are able to perform your clinical role in a safe, effective and professional manner, whilst recognising any ongoing care of physical and mental wellbeing needs.
- Maintain high standards of care and service, treating everyone with dignity and respect whilst promoting patient choice and non-discriminatory practice.
- Take reasonable care and attention when handling and using expensive medical equipment and medicines, reporting defects or damage in accordance with Standard Operating Procedures.
- Maintenance of accurate stock records, consumables and drugs.

Clinical Support Activities

- Handover information from shift to shift using CEMS internal systems.
- Maintain appropriate standards of cleanliness of vehicles, medical, monitoring and communications equipment.
- General care and cleaning of personal protective equipment used during clinical operations.
- Daily, weekly and monthly checks of equipment, drugs and monitoring equipment in accordance with agreed team checklists and standard operating procedures.

- Maintenance of accurate stock records of consumables and drugs.
- Share knowledge, skills and experience as part of the a close-knit team.
- Provide support and mentorship to internal and external learners, new starters, and students on placement.
- Controlled drug documentation in line with LIVES controlled drug procedures.
- Provide support to the CEMS Leadership Team as needed, to include assistance with equipment and drug audits.

Driving and Vehicle Maintenance

- Conduct vehicle checks in line with CEMS Standard Operating Procedures, ensuring the vehicle is re-fuelled, re-stocked and operationally ready to respond.
- Conduct vehicle and equipment inspections at the start and end of clinical shifts, ensuring all defects, accidental damage or loss is reported in accordance to CEMS Standard Operating Procedures.
- Drive CEMS vehicles in accordance with the Driving Standards Policy, the Highway Code and relevant emergency response driving legislation.

Governance

- Participate in clinical governance activities as requested.
- Regular attendance at CEMS Governance meetings, if they do not interfere with clinical duties, designated pre or post shift rest periods of annual leave. Minimum of 2 per year.
- Participate in post job debriefs, incident reviews and case reviews.
- Participation and assistance in medical equipment evaluation.
- Participation in clinical trials and audit activities.
- Timely compliance with response to complaints and requests for information, in line with appropriate complaints procedures and information governance standards.
- Appropriate and timely cooperation with both NHS and non-NHS organisations related to investigations of incidents in line with appropriate investigation procedures and information governance standards.
- Act within your scope of practice and authority at all times, recognising any training and development needs or areas for improvement.

Infection Prevention and Control

- IPC (Infection Prevention and Control) is recognised as everyone's responsibility with CEMS and LIVES. All team members are required to make every effort to maintain high standards of infection control in accordance with LIVES Standard Operating Procedures and the Health and Social Care Act (2008).
- In accordance with the latest IPC guidelines and LIVES recommendations you will be required to wear the appropriate level of PPE suitable for the task or clinical activity being undertaken, and report any defects or reasons why this cannot be achieved.

Health and Safety

- Health and Safety is everyone's responsibility within CEMS and LIVES. All team members are required to make every effort to maintain a safe working environment in accordance with LIVES Standard Operating Procedures and the Health and Safety at Work Act (1974).
- It is the responsibility of all team members to promote, monitor and maintain best practice in health, safety and personal security as part of the CEMS team.
- All team members have a duty to protect their own health and safety and that of other persons who may be affected by their acts or omissions.

Confidentiality and Data Protection

- All team members must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act (1998).
- All team members must not, without prior permission, disclose any information regarding patients or staff unless directly required to do so in the pursuit of emergency care and in accordance with LIVES and CEMS Standard Operating Procedures.
- Where an individual has communicated any such information to an unauthorised person that individual team member could be liable for disciplinary action which could result in dismissal from the organisation. In addition, the Data Protection Act (1998) also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Continuous Professional Development

- Responsible for ensuring compliance with statutory and mandatory training requirements as required by LIVES and CEMS.
- Undertake reasonable self-directed learning in line with professional standards and maintain competency in clinical skills and practice.
- Engage in the CEMS appraisal process.
- Identify developmental opportunities within CEMS and engage in activities which lead to personal and professional development, including reflective practice.
- Undertake and successfully complete training or courses as required for the role.
- Attend clinical supervision sessions, or arrange for one-to-one supervision as necessary.
- Maintain a personal logbook/portfolio of clinical and operational activity.
- Familiarisation with, and understanding of, current and new policies, procedures or operational guidelines.
- Act as an ambassador for LIVES by acting professionally at all times, and complying with CEMS and LIVES Standard Operating Procedures.

Fundraising and Public Relations

- All CEMS team members, and wider members of LIVES, you may be required to participate in public relations activities on behalf of the charity. These activities may include representing LIVES at functions such as cheque presentations, undertaking speaking engagements, and delivery of presentations to groups of people interested in supporting the charity through

Training and Assessment

- Continued appointment to your role within CEMS is subject to the completion of annual performance reviews and specific milestones in relation the following aspects;
- Completion of all pre-operational training and sign off within a timeframe agreed at appointment, usually 3 months.
- Completion of a log book/portfolio of skills or experience required to support progress to sign off, as required by the CEMS Leadership Team.
- Completion of any additional training modules or elements reasonably required by the CEMS Leadership Team to facilitate continued safe and effective practice.

Other Duties

- Carryout general administrative and clinical duties as required to ensure the daily efficient running of CEMS.
- Willingness to be contacted out of duty hours when deemed necessary by LIVES Senior Leadership Team for safe and efficient running of the service.
- Supervision of observers cleared to go on shift by the LIVES and CEMS Leadership Team (e.g., media, students, NHS staff etc).
- Participation in the training of operational team members and any trainee who undertakes shifts in a training role.
- Participation in training events for external agencies during working time.
- Support and assist in the selection process for new operational team members and trainees.

Personal Specification for CEMS Medical Technician

Registration and Eligibility	Essential	Desirable
Qualified Ambulance Technician to NHS standard.	√	
Enhanced DBS clearance.	√	
Eligible to work in the UK.	√	
Full UK driving license and level of health to DVLA standards (maximum 6 points).	√	

Qualifications	Essential	Desirable
One of the following approved ambulance technician awards; IHCD Ambulance Technician Certificate, Ambulance Associate Practitioner (AAP), FREUC Level 4 & 5 award or equivalent qualification.	√	
Successful completion of resuscitation training at Basic/Intermediate standard across adults, paediatrics and neonates.	√	
Emergency driving qualification e.g., Level 3 CERAD, IHCD Emergency Response Driving D1/D2 or equivalent award.	√	

Experience, Knowledge and Skills	Essential	Desirable
3 years post-registration clinical experience.	√	
Recent experience in a front-line NHS ambulance service.	√	
Experience in delivering care to patients of all ages.	√	
Interest/skills in palliative care.		√
Interest/skills in paediatrics.		√
Venepuncture and cannulation.		√
Urinary catheterisation.		√
Experience of wound closure e.g., suturing, stapling, steri-strips.		√
Evidence of career progression and continuous professional development.	√	
Experience working as part of a multi-disciplinary team in the pre-hospital care environment.	√	
Experience of complex case management.		√
SystemOne user.		√
Experience of teaching/instructing on resuscitation, trauma care or emergency care courses.		√
Knowledge of clinical governance systems.	√	
Evidence of previous team leadership roles.		√
Good IT skills, including use of Office 365.	√	
Understands importance of clinical governance.	√	
Local knowledge of health care systems and geographical area.		√
Ability to communicate effectively, using verbal and written methods to collect, convey or record highly complex, contentious and sensitive information.	√	
Understands and maintains confidentiality.	√	

Physical Requirements	Essential	Desirable
Occupational health clearance, including general health, eye sight and hearing checks	√	
Fit to perform pre-hospital care work, e.g., carrying medical back-back and monitoring equipment short-distances, emergency response driving and manual handling of patients in emergency situations	√	

Personal Attributes	Essential	Desirable
Good written and verbal interpersonal communication skills	√	
Ability to work as part of a team	√	
Ability to work in unpredictable pre-hospital settings	√	
Ability to remain calm under pressure and during emotive situations	√	
Demonstrates tact and diplomacy	√	
Ability to develop effective working relationships with colleagues, patients and the public.	√	
Adaptable and flexible approach to work.	√	
Punctuality.	√	
Acts with honesty, integrity and professionalism.	√	
Caring attitude.	√	
Ability to self-motivate and motivate others.	√	
Promotes anti-discriminatory practice and equality and diversity.	√	
Desire for career progression	√	

**This job description should be regarded as a guide to the current duties required of the postholder, and is not definitive or restrictive in anyway. The duties of this post may vary in response to changing circumstances and according to training and operational need. See Scope of Practice document to identify the range and type of procedures within the Doctor/ACP scope depending on their experience and seniority.*

**The Clinical Directors of CEMS are currently undertaking a strategic and operational review involving all aspects of CEMS service and operations, again this may influence aspects detailed in this job description.*

(August 2022)