South Central Ambulance Service NHS Foundation Trust

RECRUITMENT INFORMATION

COMMERCIAL SERVICES
WORK FOR US AND EXPLORE A RANGE OF OPPORTUNITIES
About us
South Central Ambulance Service NHS Foundation Trust (or SCAS for short) is an award winning Ambulance Foundation Trust which delivers excellent patient care year-on-year.

We were established on the 1 July 2006 following the merger of four ambulance trusts. On 1 March 2012, we became a foundation trust. Our emergency operations centres handle around 500,000 emergency and urgent calls each year. Our NHS 111 service takes over 1 million calls each year.

What we do - our three main functions are:
› accident and emergency service to respond to 999 calls
› NHS 111 service for when medical help is needed fast but it’s not a 999 emergency
› Patient Transport Service for non-emergency patient transport

We also offer:
› First Aid and Clinical Training to organisations and the public
› The Commercial Logistics collection and delivery service for our partners in the NHS
› Resilience and Specialist Operations offering medical care in hostile environments such as industrial accidents and natural disasters
› Community First Responders, who are volunteers trained by us to provide life-saving treatment
› Volunteer car drivers, who provide transport using their own cars, for patients who experience difficulties travelling to their appointments.

We are treating more patients in their homes in order to better meet their needs and prevent unnecessary trips to hospital.

Where hospital treatment is required, modern ambulance crews have additional clinical training and can carry out more life-saving procedures on scene and en route to hospital.
Working with our staff, patients, partners and wider community, SCAS is continually developing new and innovative ways of improving patient outcomes and patient experience.

Areas we cover
We serve the counties of Berkshire, Buckinghamshire, Hampshire and Oxfordshire. This area covers approximately 3,554 sq miles with a residential population of over four million.
BENEFITS OF WORKING WITH US
NHS Pension Scheme
By working with us you will join one of the UK’s best pension schemes. Every new employee automatically becomes a member and you will get an excellent package of pension benefits (unless you choose to opt out).

Pay and Conditions
The NHS pay system, known as Agenda for Change, offers real benefits for all directly-employed staff except doctors, dentists and very senior managers including:

- a standard working week of 37.5 hours
- holiday entitlements of 27 days per year, plus eight general and public holidays, rising to 33 days after ten years’ service
- pay enhancements to reward out-of-hours, shift and overtime working
- career and pay progression based on the application of knowledge and skills
- annual personal development review to support career aspirations.

To find out more about the different Agenda for Change bands, and see the most up-to-date starting salaries for each one, go to www.nhscareers.nhs.uk/payrates

Other benefits of working in the NHS include:
- Training
- Occupational health services
- Childcare vouchers
- Family friendly policies
- Discounts and lifestyle benefits.
About SCAS Commercial Services
Commercial Services is the commercial branch of SCAS.

We provide first aid and clinical training (FACT), patient transport service (PTS) and logistic services.

This section gives a brief overview of the roles in each area of our commercial services.

Patient Transport Service
Our Patient Transport Service (PTS) has provided non-emergency transport across Buckinghamshire, Berkshire, Hampshire and Oxfordshire for more than 40 years. We provide transport for eligible people who are unable to use public or other transport due to their medical condition and include those who are:

- attending hospital outpatient clinics
- being admitted to or discharged from hospital wards
- needing life-saving treatments such as radiotherapy, chemotherapy, renal dialysis or DVT treatment.

Our non-emergency PTS provides much needed support to patients and is an extremely important part of our service. In 2014/15 we undertook over 500,000 PTS patient journeys.

Roles in PTS include:
- PTS Contract Implementation Manager
- PTS Team Leader
- PTS Liaison Officer
- PTS Contact Centre Manager
- PTS Contact Centre Team Leader
- PTS Planners
- PTS Dispatcher
- PTS Radio Operators
- PTS Business Manager
- PTS Supervisor
- PTS Hospital Liaison Officer
- PTS Ambulance Care Assistant.

Logistics Service
We deliver and collect on a day-to-day basis to acute hospitals, community hospitals, mental health sites, GP surgeries, county councils, PCT offices, dentists, opticians, pharmacies, and to SCAS sites across three counties and other clinics.
We provide the following collection and delivery:
Pathology specimens, internal mail, pharmacy
items, patient medical records, laundry, bulk items
between sites, IT items, and transfer of staff across
hospital sites, in addition to assisting with Ad Hoc
requests.

Roles in Logistics include:
- Logistics Services Manager
- Healthcare Logistics Driver.

FACT (First Aid and Clinical Training)
Our First Aid and Clinical Training department is a
dedicated division of SCAS with over 15 years of
experience of delivering training. We have a highly
experienced and professional training team who
have the skills, clinical knowledge and professional
status that ensure the trainees get the most out of
their training.

Our training courses are highly regarded by our
customers, including private companies and other
NHS healthcare providers, with consistent high
levels of customer satisfaction.

Roles in FACT include:
- Clinical Training Manager FACT
- Senior FACT Trainer
- FACT Trainer
- Commercial Training Administration
  Coordinator.

Career prospects
SCAS invests in people and looks to provision of
business continuity and succession planning. This
is done by recognising and developing individuals
who have the ability/drive and wish to take their
career to the next level or just wish to learn more.

We have roles covering all levels of managerial
roles as well as customer focus roles that offer
career progression and personal development.

SCAS works with learning and development
providers to deliver Modern Apprenticeship
Schemes, covering a range of topics including
Customer Care, Business Administration, Team
Leading, and Management.
AMBULANCE CARE ASSISTANT (ACA)

WHAT IS THE PACKAGE?

➡️ **Salary:** Band 2 plus you may receive a shift allowance depending on your roster

⏰ **Hours:** Full-time: 37.5 hours per week (part-time hours may be available on completion of training). Bank (zero hours) contracts may also be available

📍 **Location:** Various throughout Buckinghamshire, Oxfordshire, Berkshire and Hampshire

📅 **Annual leave:** Minimum 27 days plus statutory public holidays, pro rata for part-time staff

⏰ **Shift pattern:** Various rosters depending on location, and you may be required to cover evenings, weekends and Bank Holidays
Ambulance Care Assistants (ACA) convey a range of people to/from outpatient clinics, renal dialysis, admissions and discharges following inpatient treatments. You often see the same people on a regular basis and really get to know them. Some of your passengers will be anxious about their hospital visit and others may lead isolated lives. They will value your reassuring manner and the chance to chat.

ACAs are trained staff who form a large team either working as part of a double crew or as a single person crew based at an ambulance station or sometimes a hospital. There is often a requirement to work shifts.

You might be part of a two-person team using a specially designed ambulance with access for wheelchairs, stretchers and conveying several people on each journey. As well as driving the PTS vehicles, you will also lift and help to move some of your patients in and out of the vehicle using equipment provided. You will make sure that they are safe and comfortable during the journey and that they arrive on time for their appointment.

Your other duties will include making sure that your vehicle is clean and tidy and keeping an accurate record of your journeys using a wireless device or via paper copy.

**What are the entry requirements?**
These are some of the essential criteria you will need to be successful as an ACA:

- Valid UK full B category driving licence and full C1 category licence with no more than 3 penalty points
- Customer/patient-facing experience
- Thorough knowledge of the Highway Code (tested at assessment)
- Good written and verbal communication skills
- Honesty, reliability, trustworthiness and compassion
- Sympathetic, respectful and caring attitude towards patients
- Flexibility and adaptability in accordance with the needs of the service
- Ability to work as part of a team.
CALL HANDLER

PTS Contact Centre

WHAT IS THE PACKAGE?

💰 **Salary**: Band 2 (some shifts attract an unsocial hours allowance)

⏰ **Hours**: Full-time: 37.5 hours per week (part-time hours may be available on completion of training). Bank (zero hours) contracts may also be available

📍 **Location**: Within South Central area

✈️ **Annual leave**: Minimum 27 days plus statutory public holidays, pro rata for part-time staff

📅 **Shift pattern**: Various shift patterns depending on business requirements; you may be required to cover evenings, weekends and Bank Holidays
The Contact Centre is a single point of access for a number of contracts that relate to the provision of non-emergency patient transport.

The Contact Centre receive telephone calls from a range of people, including patients, GP surgery staff, and other health care colleagues, and handles in excess of 250,000 calls per year. It is operational 24 hours a day, 7 Days a week.

Call Handlers are the first point of contact for the majority of calls received.

**What are the entry requirements?**

These are some of the essential criteria you will need to be successful in an entry level role within the Contact Centre; more detailed criteria are available in the Person Specification for the role:

- Excellent communication skills, especially the ability to speak clearly over the telephone
- Customer Service experience
- Telephone and general administration experience
- Experience in use of IT systems and ability to input data accurately
- Ability to work calmly especially when under pressure
- GCSE in English at grade C or higher and GCSE Maths at grade D or higher (or equivalent qualifications)
- Modern Apprenticeship or NVQ 2 Customer Service or equivalent or willing to attain
- You must be over 18 to work between 10:00pm and 07:00am.
PLANNERS, DISPATCHERS AND RADIO OPERATORS

WHAT IS THE PACKAGE?

🧩 **Salary:** Band 3 (some shifts attract an unsocial hours allowance)

⏰ **Hours:** Full-time: 37.5 hours per week (part-time hours may be available on completion of training). Bank (zero hours) contracts may also be available

📍 **Location:** Within South Central area

📅 **Annual leave:** Minimum 27 days plus statutory public holidays, pro rata for part-time staff

⏰ **Shift pattern:** Various shift patterns depending on business requirements; you may be required to cover evenings, weekends and Bank Holidays
**Planners** - are responsible for the allocation of patients travelling to and from Treatment Centres prior to the date of travel using the variety resources available. The planner allocates patients based on their needs. For example, patients who are wheelchair users will need to travel in a vehicle that has wheelchair access. There are numerous treatment centres and times of appointments that make this the ideal role for someone with a logical approach as well as being creative when solving problems.

**Dispatchers** are responsible for the monitoring the day – they will allocate patients to ambulance resources, remove patients from journeys if there are delays and make sure that the workload per resource is achievable. The team also provide updates for patients waiting for transport either to or from the Treatment Centres. The ideal person remains calm in all situations and is a creative problem solver.

**Radio Operators** are there to liaise with the operational crews. There are two mechanisms for communicating with the crews, by radio using the Tetra Airwave system and a PDA that can receive messages and act as a mobile phone as well.

**What are the entry requirements?**

These are some of the essential criteria you will need to be successful for these roles:

- Excellent communication skills, especially the ability to speak clearly over the telephone
- Customer Service experience
- Logical approach to problem solving
- Ability to be creative/innovative
- Telephone and general administration experience
- Experience in use of IT systems and ability to input data accurately
- Ability to work calmly especially when under pressure
- GCSE in English at grade C or higher and GCSE Maths at grade D or higher (or equivalent qualifications)
- Modern Apprenticeship or NVQ 3 Customer Service or equivalent or willing to attain during first year.
- You must be over 18 to work between 10:00pm and 07:00am.
HEALTHCARE LOGISTICS DRIVER

WHAT IS THE PACKAGE?

💬 **Salary:** Band 2 (some shifts attract an unsocial hours allowance)

⏰ **Hours:** Full-time: 37.5 hours per week (part-time hours may be available on completion of training). Bank (zero hours) contracts may also be available

📍 **Location:** Various, throughout Oxfordshire, Buckinghamshire, Wiltshire, Northants and Berkshire

📅 **Annual leave:** Minimum 27 days plus statutory public holidays, pro rata for part-time

⏰ **Shift pattern:** Various shift patterns depending on location; you may be required to work evenings, weekends and Bank Holidays
Healthcare drivers provide an efficient and timely transport delivery service to clients and stakeholders, ensuring the safe and secure conveyance of all packages / persons within the post-holder’s daily schedule. This may include: staff passenger shuttle services, medical records, specimen deliveries / collections, pharmacy distribution, mail deliveries / collections, Clinical Waste deliveries / collections Internal / External, laundry services and prison services – pharmacy, specimens and mail. It is essential that you can ordinarily lift parcels weighing up to 15 kilograms.

Based at an ambulance station, or sometimes a hospital location, with a team of other healthcare drivers, excellent driving skills are essential and you could be driving vehicle types from a car up to a 3.5 ton lorry on any given day. You’ll cover all areas as required by scheduling, depending on where you are based. You will need to have a flexible approach to shift work and have the ability to manage and respond to a changing workload.

Communication skills are essential as well as the ability to use mobile phones and handheld recording devices as you will be liaising over the telephone and face to face with various health service colleagues.

Part of your daily tasks will also include the responsibility for completing and maintaining all relevant paperwork.

All new staff go through a full mentoring period to enable them to achieve the level of competency required to carry out the whole range of duties.

**What are the entry requirements?**

- Valid UK full B category driving licence with full C1 and D1 categories and no more than 3 penalty points
- Thorough knowledge of the Highway Code (Driving and Theory tested at assessment)
- Manual Handling requirements
- Customer Service skills
- Good written and verbal communication skills
- Logistics background would be desirable but not essential
- Flexibility, adaptability in accordance with the needs of the service
- Honesty, reliability, trustworthiness
- Respectful and caring attitude with a customer service focus.
WHAT IS THE PACKAGE?

💰 Salary: Band 5

⏱️ Hours: Full-time: 37.5 hours per week (part-time hours may be available on completion of training). Bank (zero hours) contracts may also be available

📍 Location: Various locations across the SCAS region

_plane Annual leave: Minimum 27 days plus statutory public holidays, pro rata for part time staff

📅 Shift pattern: Various shift patterns, you may be required to cover evenings, weekends and Bank Holidays
As part of the SCAS FACT Team you will deliver quality, professional clinical training with proven outcomes and standards to a range of clients in various locations.

We have over 15 years’ experience of delivering First Aid and bespoke clinical training within the NHS and commercial sectors.

We present a professional image and are proud of the training and teaching we deliver. We always try and ensure that our delegates leave the course they have attended with the confidence to use the skills they have been taught.

The trainers are responsible for the delivery of high quality health, welfare and safety education and learning packages in accordance with national curriculum and standards. We ensure that all clientele have access to relevant advice, information and policies relating to resuscitation, manual handling etc.

What are the entry requirements?

- Teaching qualification minimum: PTLLS (Preparing to Teach in the Lifelong Learning Sector 12 Credits) or equivalent. First Aid Certificate minimum: HSE First Aid at Work
- Demonstrable post qualification experience in a clinical setting
- Competence in facilitating learning across and teaching in a multidisciplinary environment
- Specialist knowledge in First Aid practices and emergency response training and proven ability in the First Aid arena
- Manual Handling Instructor
- You will possess excellent written and verbal communication skills
- Presentation skills and ability to use a variety of IT software packages – MS Office including Word, Excel and PowerPoint
- Ability to assess the knowledge and skills of others
- Ability to maintain confidentiality and deal with situations in a sensitive manner
- Valid UK full B category driving licence and with no more than 3 penalty points
REAL LIFE STORIES

» Name: Chris Gillham
» Job title: Ambulance Care Assistant
» Entry route: joined as Ambulance Care Assistant

“It’s a caring community and if you want to be on the caring side of it then get on PTS, I love working here and love the community and love the patients. I love the stories that some of them tell you and love being in the back of the ambulance listening to the stories and it also gives them a good feeling.”
HOW TO APPLY?
How do I apply?
All of our vacancies are advertised on the NHS Jobs website. We recruit on a regular basis for all of the above roles, but if you can’t see what you’re looking for you can set up e-mail alerts to receive notifications when we advertise the role you’re interested in.

NHS Jobs provides a dedicated online recruitment service for people seeking a career in the NHS across England and Wales. South Central Ambulance Service NHS Foundation Trust (SCAS) places their vacancies on the NHS Jobs website at www.jobs.nhs.uk.

The NHS Jobs website is available 24 hours a day, 7 days a week. All you need to register with NHS Jobs is a valid email address that you can access regularly. You should set this up before you start your job search. NHS Jobs is easy to use, you can:

› Search for jobs in SCAS:
› Have emails sent to you about new jobs in SCAS you may be interested in
› Apply for SCAS jobs online.

User Guide
To get the most from NHS Jobs you will need to register for an account. Registering is quick and simple and has many advantages. In order to register, you need to go to the NHS Jobs home page www.jobs.nhs.uk then click on ‘Register now’ and follow the instructions.

After you have registered for an account, you will be asked if you would like to receive Jobs-by-Email.

Jobs-by-Email allows you to be the first to see new SCAS vacancies, as any new jobs we post that match your criteria will be e-mailed to you overnight on the day that they are advertised.

Searching for vacancies
It is easy to search for SCAS vacancies with NHS Jobs. You can follow the links to specific jobs from www.scasrecruitment.co.uk or search within NHS Jobs for roles within SCAS.

Applying online
Once you have found a job in SCAS that meets your skills and preferences, you are ready to apply and complete the application form online. Make sure you have the following information available before starting the application form:

- National insurance number
- Work permit details (if applicable)
- Educational / professional qualifications (including dates awarded)
- Professional registration / pin number (including expiry / renewal date)
- Details of previous employers (including dates)
- Details of supporting information – please refer to the person specification and work out how well you match as an applicant
- Contact details for at least two referees, covering at least three years, one of whom must be your current or most recent employer.

You can save your application at any time and return to it later (to do this, scroll to the bottom of the screen and click the ‘save’ option). When you want to continue your application, log on to NHS Jobs using your email address and password, then click on the ‘my applications’ link on the left hand side of the page and then click ‘continue with form’. Once you have applied for a vacancy using NHS Jobs your application is automatically saved.

You can re-use the form for any other positions you might apply for. However, please check that all the information, especially your supporting information, is relevant to each vacancy you apply for and change it as necessary. Remember to check your e-mail account regularly to see the progress of your applications.

Any invitations to interviews will be sent by email.
DRIVING LICENCE CATEGORIES
Staff working as Ambulance Care Assistants, Emergency Care Assistants, Student Paramedics and Paramedics are required to have category C1 (C1 relates to the weight of a vehicle) on their driving licence in addition to a standard UK car licence (category B).

In order to obtain C1, you must be a minimum of 18 years of age. Prior to 1997, C1 categories were automatically included on the driving licence; this is no longer the case and therefore if you passed your basic driving test after 1 January 1997, you should follow the process outlined below to obtain these categories. Please ensure that you follow the guidelines set out by the DVLA for all parts of this process as there may be updated information which you need, to ensure that this is completed correctly.

Please note that it is not the current practice of the Trust to fund this qualification and you must therefore fund this yourself. The trust will expect all applicants to have at least the provisional C1 licence before being accepted on an assessment day. You will be required to have the full licence before you can commence employment within SCAS.

**STEP 1**
Complete a D2 application form (this can be requested online from the DVLA), gaining medical support from your GP (Form D4), and sending all parts of your driving licence to the DVLA so that they can add the provisional C1 category. There is no charge for the provisional C1 licence however you will have to pay your Doctor to complete the medical form (D4).

**STEP 2**
You will be required to undertake a Theory Test and Practical Driving Test for both the C1 and D1 categories.

- **Theory Test:** The theory test has two elements, a multiple choice test and a hazard perception test. You must successfully complete both elements to pass the theory test and this must be completed before you can apply for your Practical Test.
  - Multiple choice test: 100 multiple-choice questions.
Hazard perception test: Video clips which feature every day road scenes. In each clip there will be at least one developing hazard, but one of the clips will feature two. To achieve a high score you will need to respond to the developing hazard during the early part of its development. The maximum you can score on each hazard is 5. When you feel you are ready to take your theory test, you should book this with the Driving Standards Agency (DSA) and the easiest way to do this is online.

Practical test: You must undertake a practical test for the C1 category. This will involve being asked 5 safety related questions followed by a practical driving assessment.

You might find it useful to contact the Institute of Advanced Motorists to improve your driving skills before applying for front line and PTS ambulance work.

If you undertook some of this training (along with RoSPA) well before applying for jobs it would certainly be of great benefit and you would be much better prepared, when it came to passing the driving course with the Trust.

Useful Websites:
- DVLA website: www.gov.uk/dvla
- IAM Skills for Life: www.iam.org.uk/drivers/motorists-courses/advanced-driving/motorists-skill-for-life

Forms:
- Applying for a licence: www.gov.uk/become-lorry-bus-driver/applying-for-a-bus-or-lorry-provisional-entitlement
All vacancies are on www.scasrecruitment.co.uk
Follow us at www.twitter.com/SCASJobs
Like us at www.facebook.com/SCAS999
Watch us on www.youtube.com/SCAS999films
Call us on 01869 365000