



**Scottish
Ambulance
Service**
Taking Care to the Patient



how do I become an...

AMBULANCE CARE ASSISTANT



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What is the role of an Ambulance Care Assistant?

Ambulance Care Assistants work within our Patient Transport Service and provide high-quality care and safe transportation for non-emergency patients between their home and hospital for clinical appointments. They also transfer patients between hospitals, when they require a different type or level of care.

Ambulance Care Assistants also provide support and additional resource to other operational colleagues, such as during major incidents or large public events.

What skills will I need to become an Ambulance Care Assistant?

As well as the practical things such as a clean D1 driving licence, passing a fitness test and PVG (Disclosure) membership, you will need a range of other skills to become an Ambulance Care Assistant.

You will have to be able to demonstrate good people skills and a real passion for care. You will deal with people from all backgrounds, providing everyone with the same level of professional care and support. In many cases, we are transporting people who are unwell. This means the skills that you have in maintaining a positive, supportive and professional approach will be key to providing the right level of care to our patients.



How can I become an Ambulance Care Assistant?

We advertise our vacancies through our website and recruit directly into these roles. We recruit a variety of people from all sorts of backgrounds and it is often this mix of experience that brings with it the best skills.

What training will I receive?

To give you the skills that you will need, you will receive four weeks of training, which includes one week of driver training. Your training will cover areas such as moving and handling, dealing with conflict and difficult situations, as well as the clinical aspects you will come across every day.

Where can I progress to?

Often our Ambulance Care Assistants decide that they wish to progress to one of our accident and emergency roles.

As an Ambulance Care Assistant you can apply for a vacancy on our vocational Ambulance Technician programme and go on to qualify as an Ambulance Technician.

To find out more about a career with us, how to apply, and what skills we are looking for, visit our website at www.scottishambulance.com or find us on Twitter or Facebook

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How did you become an Ambulance Care Assistant?

I left the army after 15 years of service and needed a new occupation. I had always been attracted to the first aid element of my army job. I had also been a driving instructor and thought that I could find something that would bring these two areas of interest together. When I came across the Patient Transport Service it seemed to be the perfect combination. That was 20 years ago and I haven't looked back since.

Tell us about a typical day?

Everyone says it in the Ambulance Service, but it's true – there is no typical day. I am a Team Leader so I do have some routine to the start of my day. When I first get into the station, I check the jobs for the day, make sure we have all the people and vehicles that we need, check everyone knows what they need to do and there are no issues to resolve. After that, I go out on the road myself.

Our day and the patients that we attend are scheduled by our planning department, but we still need to be flexible to other priorities that might come in throughout the day. We need to work together with our colleagues to make sure that we get people to the right place at the right time and home again as efficiently as possible.

We come across a whole range of people, who need our services for different reasons and that's what makes each day so different. Patients might be attending a one-off appointment, they might be one of our regular patients who attend hospital daily, perhaps for kidney dialysis, or they might be an urgent case where the patient needs to get to the right care quickly.

What do you like best about your job?

You come across so many different people with different stories to tell. I can't tell you how much I have learned about the local area and its history, just from the people I have met through this job. It can be a real education!

For me though, this job has always been about paying back some of the investment that I got whilst I was with the Army. I was lucky enough to receive all sorts of training with them and I hope now that I am playing my part in trying to give something back to my community.

What about the bad days?

It's not always an easy job. We can pick up to seven patients at a time, all of whom are individual, all of whom are unwell. You can get it all, from complaints about how long they have had to wait for the appointment, the weather, the state of the economy and much more. But you have to remember, that they are individuals and that often if you handle them differently, you might get a different response. I change the subject a lot, deflect the topic to something else or make a joke, that usually calms people down.

What advice would you give someone thinking of becoming an Ambulance Care Assistant?

If you think you have got it in you to be a carer, and not everyone does, then this is great role for you.