

# EMERGENCY CARE TECHNICIAN

## Candidate Pack



## Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.\*\**

- To provide support in the effective assessment, planning, implementation and evaluation of patients and the management of their care.
- To provide clinical support as part of the nursing team in the Emergency Department.
- To provide evidence- based holistic patient care for this group of patients using acute nursing knowledge and skills acquired as part of an in house training package.
- To be an effective and efficient member of the nursing team in ED. To be a role model and resource to other health care assistants, students and visitors to the department.

## Job Description

<b>Job title:</b>	Emergency Care Technician
<b>Grade:</b>	3
<b>Site:</b>	Emergency Centre
<b>Accountable to:</b>	Emergency Department Manager
<b>DBS required:</b>	Yes - Enhanced

## Main Duties

- To provide support in the effective assessment, planning, implementation and evaluation of patients and the management of their care.
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- To be an effective and efficient member of the nursing team in ED. To be a role model and resource to other health care assistants, students and visitors to the department.

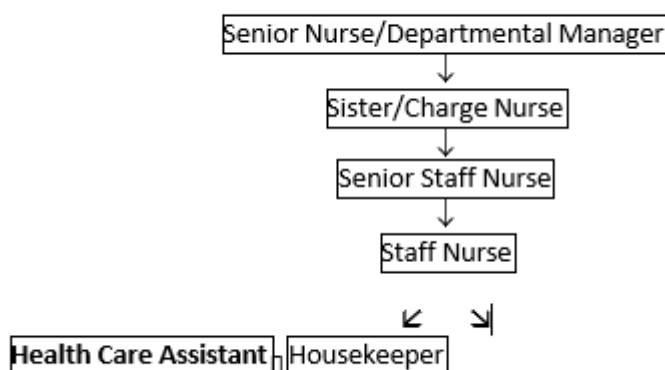
## Responsibilities

- Support the effective, assessment, planning, implementation and evaluation of holistic patient care.
- To be fully conversant with all monitoring equipment in the department

- To effectively communicate with individuals of all ages including children, people with challenging behaviour, learning disabilities and all ethnic groups in a sensitive and appropriate manner.
- To care for the emotionally distressed patient suffering from sudden injury or illness.
- To frequently deal with the aggressive, antagonistic, hostile and violent patient, who may be influenced by alcohol and drugs. To act in an empathetic manner with those who have self harmed, offering support when required.
- To participate as a support role in the multidisciplinary team during cardiac arrests and multiple trauma for all ages, along side a registered nurse.
- The post holder will frequently be exposed to highly unpleasant working conditions involving exposure to uncontained body fluids, foul linen etc. and should implement all infection control and safety measures.
- To discharge patients with appropriate advice on follow up care, health education and use of suitable simple analgesia, following training and successful assessment.
- To use appropriate manual handling techniques to safely move patients using mechanical and non mechanical handling aids
- Participate in formal teaching sessions held within the hospital and university setting, with an aim of sharing knowledge and developing your skills as an individual.
- Formulate a personal development plan as a result of a trust appraisal system.
- To undertake NVQ Level 3 Acute Care within an agreed timescale.
- To provide effective communication during collaboration with the ED team and other professionals.
- To participate in departmental meetings to enable effective communications and development of the area.
- In conjunction with your departmental manager to participate in audit of current practice.
- To show awareness of resources available and managing these within your area of responsibility.
- For support and guidance, inform the Department Manager of any information or occurrences, which are outside of your scope of responsibility or experience to enable the appropriate action to take place for the best interests of those involved.
- Ensure ED competencies for HCAs are achieved and signed off as competent in all areas.
- To use clinical skills relevant to ED nursing following recognised training programmes i.e.
- wound care management, ECG's, application of all types of specialist splints.
- To have skills in cannulation and venepuncture
- Following completion of NVQ level 3 and further training, to undertake the gluing of wounds and plastering.

- To undertake common minor treatments prescribed by the attending doctor or Emergency Nurse Practitioner.
- To ensure that patient's valuables and possessions are cared for in a safe and secure manner, according to hospital guidelines.
- Have the ability to work in a dynamic environment, with rapid changes in workload and manage stressful situations.
- Ensure a high standard of evidence – based quality nursing care is maintained by working towards key quality issues of the trust, such as benchmarking.
- Provide effective communication and share relevant information with patients, relatives, carers and other significant personnel as well as all members of the multi professional team and outside agencies. Recognise the individuality of each patient and their relatives, with regard to their level of information, sensitivity and counselling needs within the area of their practice.
- Manage information effectively for your patient group using basic keyboard skills, including using computer systems and data to ensure holistic care is provided.
- Establish and maintain effective working relationships with all members of the multi professional team, other wards and trust members. To assist in maintaining high morale amongst A&E staff
- Participate in the reporting and recording of health monitoring systems in accordance with trust policy.
- To adhere to specific policies and protocols unique to the Accident and Emergency department e.g. child protection policy.
- To be conversant with the major incident and chemical incident policy

### Organisational Chart





## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE's in Maths and English at Grades 9 – 4 (or equivalent)</li> <li>• Evidence of continuing professional development sufficient to demonstrate the ability and willingness to study at a level equivalent to NVQ Level 3</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Sufficient experience in an Emergency / Acute healthcare setting to demonstrate a good understanding of clinical care in such an environment</li> <li>• Previous experience of undertaking clinical skills as highlighted in job description (minor treatments / plastering</li> <li>• /phlebotomy, ECGs etc)</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of major incident and chemical incident policy</li> <li>• Previous hospital experience</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Ability to work and communicate effectively within a multidisciplinary team setting within.</li> <li>• Evidence of excellent communication</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of understanding the importance of patient documentation and record keeping skills.</li> <li>• Sound IT skills</li> <li>• Venepuncture and Cannulation skills</li> <li>• Plaster training</li> </ul>

	skills including verbal, non verbal and written. <ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Time management skills with an ability to work in a calm and paced manner</li> <li>• Positive attitude to change</li> </ul>	<ul style="list-style-type: none"> <li>• Blood culture training</li> <li>• ED HCA competencies</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Strong Team player</li> <li>• Flexible and adaptable in approach</li> <li>• Ability to work flexibly to meet service needs</li> </ul>	

## General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## Health and safety

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

## Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and

- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

## **Information governance**

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

**Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

**Disclosure of Information** - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.

**Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## **Professional standards and performance review**

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

## **Safeguarding children and vulnerable adults**

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other

people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## **Social responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## **Continuous improvement**

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

## **Equal opportunities and diversity**

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.



The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

