

Here

Job Description

Job title:	Paramedic Practitioner
Salary:	£25,599 - £35,360 per annum pro rata
Accountable to:	Practice Manager
Location:	Benfield Valley Healthcare Hub – County Clinic & Burwash Road

About us and our culture

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

We believe these things to be true

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

Our Purpose in the World

Care Unbound. To create more possibilities for care in every moment.

JOB PURPOSE

The post – holder will manage a caseload and deal with a wide range of health care needs in a primary care setting, ensuring the highest standards of care for all registered and out of area patients both remotely via telephone & Video consultations and face to face within our Primary Care service.

The practitioner will also triage acute patients presenting in the surgery environment. They will demonstrate safe, clinical decision-making and expert care for patients. They will work collaboratively with the multi-disciplinary team to meet the needs of our patients.

KEY OBJECTIVES

CORE RESPONSIBILITIES OF THE ROLE

- The primary care practitioner (paramedic) will provide clinical support to our GPs and will work closely with the doctors and other healthcare professionals to provide healthcare for our patients. The post holder will work within their professional boundary and capabilities at all times, referring cases to GPs and other healthcare professionals as necessary.
- Assess patients with a range of acute, non-acute and chronic medical conditions.
- Undertake home visits if required.
- Liaise with GPs to agree diagnosis, any further investigations which may be needed and appropriate treatment.
- Liaise with GPs to admit patients to secondary care if they are in acute medical need.
- Refer patients as appropriate to other members of the multidisciplinary team, secondary care and to other relevant care providers.
- To collaborate with GPs, other healthcare professionals and non-clinical support staff. Use his/her individual skill and experience in order to make a positive contribution to the practice and the development of a team approach.
- To help develop innovative concepts, models, methods and practices which deliver new and improved primary care services to meet the changing needs of our practice population.

REQUIREMENTS OF THIS ROLE

Communication

- Effectively communicates sensitive condition related information to patients, relatives and carers.
- Provide and receive highly complex, sensitive and sometimes contentious information and occasionally deal with situations which are hostile or contentious.
- Use developed consultation, negotiation and conflict management skills which require empathy, reassurance and persuasive skills to overcome barriers to acceptance.

- Regularly communicates service related information to partners, the service Manager, clinical and administrative staff, patients, relatives and carers.
- Builds and communicates effective working relationships with a wide array of statutory and voluntary organisations for the benefit of patient care and facilitate good working relationships.
- Participate in team meetings and when required deliver training
- Recognises the roles of other colleagues within the organisation and their role in patient care
- Demonstrates ability to work as a member of a team
Is able to recognise personal limitations and refer to more appropriate colleague (s) when necessary

Managing Self and Others

- As appropriate to the post, to maintain and develop professional competence and expertise, keep up to date with medical/therapeutic evidence and opinion, and local and national service, legislation and policy developments, agree objectives and a personal development plan and participate in the appraisal process
- Manage own time, workload and resources effectively.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- To maintain registration as a paramedic and comply with appropriate professional codes of conduct To undertake any other duties commensurate with the post holder's grade as agreed with the post holder's line manager
- Encourage and motivate others to be forward thinking in ideas that address the health needs of our patients and be innovative whilst managing and developing new ways of working.
- Promote effective communication and relationships within the team.
- Engage in clinical supervision with peers and expect clinical supervision for own development.
- Participate positively and actively in clinical and other practice meetings.
- Develop own knowledge and clinical practice to meet own objectives and changes in service.
- Assist in the training and assessment of team members.
- Lead on standards setting and promote best practice.
- Operate a high standard of probity.

CLINICAL DUTIES

- promote and protect the interests of patients and carers;
- communicate appropriately and effectively;
- work within the limits of their knowledge and skills;
- delegate appropriately;

- respect confidentiality;
- manage risk;
- report concerns about safety;
- be open when things go wrong;
- be honest and trustworthy;
- Keep records of their work.
- Participate in relevant training provided by the service
- Signpost and refer patients to appropriate services and other healthcare professionals.
- Interpret and manage the results of blood test and x-Ray results.
- Contribute to the clinical education and revalidation of other healthcare professionals (e.g Basic Life Support).
- Provide input to quality improvement schemes including clinical case audits
- Keep an up to date learning portfolio and undertake annual appraisals

USE OF NEW TECHNOLOGY

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

CONFIDENTIALITY

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

EQUAL OPPORTUNITIES

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

HEALTH AND SAFETY

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees

will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

NO SMOKING POLICY

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

TRAINING AND DEVELOPMENT

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees

Signature:

Print Name

Date:

Manager Signature:

Print Name:

Date:

JD author (name and job title):	Denise McSween (updated by Lindsay Coleman for purposes to be used for BVHH)
Date JD agreed:	28/9/2020
Brief description of reason for review (if applicable)	
Version number	