

OUR SERVICES

Urgent and Emergency Care
Patient Transport Service
NHS 111



**North West
Ambulance Service**
NHS Trust



EMERGENCY OPERATIONS CENTRE
**JOB DESCRIPTION - EMERGENCY MEDICAL
ADVISOR**

Title:	Emergency Medical Advisor
Band:	Agenda for Change Band 3
Location:	Emergency Operations Centre
Reports to:	EMA Supervisor
Accountable to:	Service Delivery Manager -Call Handling

Job Purpose:

To obtain and input accurate information from callers in order to define an incident category, providing a platform for North West Ambulance Service NHS Trust to prioritise its response to incidents. Deliver advice and guidance to callers regarding medical / trauma conditions and scene safety until a response arrives; utilising all communications systems for activities dealt with by the Emergency Control Centre.

Key Duties and Responsibilities

1. Achieve Emergency Medical Advisor status within eight weeks of employment
2. Receive incoming emergency, urgent and non-urgent calls, whilst simultaneously operating the telephony, computer aided dispatch and triage platform.

3. Remain updated with back up contingency plans and procedures to accommodate any system failures. Put these procedures into action whenever required
4. Accurately and promptly analyse information provided by the caller to allow appropriate resources to be prioritised and allocated at the earliest possible opportunity
5. Based on the caller information ascertained, promptly inform the Control Dispatcher of any changes in situation or category that may effect the initial response or crew scene safety in line with EOC Procedures.
6. Use effective telephone techniques to deal with emotive incidents from all types of caller, including distressed / angry callers, in a professional, quick and efficient manner in line with NWAS values.
7. Provide telephone advice and guidance to callers regarding medical and trauma conditions as well as scene safety, using NHS Pathways.
8. Negotiate and provide responses (including timescales and resource requirements) with other health care professionals (GPs, hospitals, nursing homes etc), enhancing partnership working wherever possible
9. Negotiate responses with other ambulance services and other Emergency Services (including timescales, resource requirements and Rendezvous Points) following Trust policies and procedures
10. Using own judgement alert the Call Handling Team Leader / Supervisor on a variety of issues to include:-
 - a) Incidents that have potential to become large scale including all Chemical Biological Radio-active Nuclear (CBRN) incidents and Airport incidents
 - b) Matters relating to the effective and efficient running of the service
 - c) Possible complaints
 - d) Misuse of the service
 - e) Concerns regarding equipment efficiency
11. Assist in the compilation of records and statistics for Trust use and pass on pertinent information to relevant managers and departments
12. Use the appropriate Trust reporting mechanisms for any adverse incidents
13. Take an appropriate role, as directed, within the Service's Major Incident Procedure

14. Share best practice with colleagues and provide direct and indirect mentorship where required.
15. Make suggestions for improvements and developments to systems and processes to the appropriate managers
16. Maintain own Continuing Professional Development portfolio.
17. Be aware of and apply principles of patient confidentiality, all current data protection legislation and vulnerable persons procedures (child and adult) within all aspects of work
18. Maintain knowledge of own responsibilities in relation to health and safety
19. Prepare for and partake in an annual Personal Development Review to identify own development needs and career progression plans
20. Attend all mandatory training required to maintain Emergency Medical Advisor status.
21. Ensure that own actions support equality and diversity and maintain an understanding of Trust policy in relation to equal opportunities

Performance Standards applicable to the EMA role include:

- NWAS EMA Key Performance Indicators, monitored and issued monthly by line manager.

Note: Due to the flexible nature of the role of Emergency Medical Advisor, this job description does not represent an exhaustive list of duties. Post holders will be required to adapt to and undertake different or new duties in line with professional requirements and service developments.

Should further training and development be undertaken for Control Dispatch duties, the role will primarily remain as an EMA until such time that a vacancy becomes available for Control Dispatch and applications are accepted. Upon successful completion of Control Dispatch training post-holders may be asked to utilise dispatch skills during any tour of duty as requested by the line manager.