

OUR SERVICES

Urgent and Emergency Care
Patient Transport Service
NHS 111



EMERGENCY MEDICAL ADVISOR FACTSHEET

Role of an Emergency Medical Advisor

The basic role of an Emergency Medical Advisor (EMA) is to:

- Find the location quickly in order to arrange an ambulance
- Complete an assessment of the patient
- Provide lifesaving instructions whilst the ambulance is being arranged
- e.g. CPR, childbirth, choking instructions
- Provide reassurance in what may be a very distressing situation

This role operates in a busy call centre environment with a difference, as you will be dealing with emergency and life threatening calls. Many callers will be scared and anxious and you will need to use your skills to reassure and obtain critical information to enable us to dispatch help to them quickly.

Using a triage system, you will obtain and input accurate information from callers which will enable the service to prioritise the calls, and in serious situations, you may stay on the line providing advice and support until help arrives.

The role requires working under pressure and can be demanding, but also incredibly rewarding and you can end your shift knowing that you have a difference in people's lives.

What staff say about the role:

"Every day is a new and varied challenge"

"It is rewarding and heartening"

"It is a career, not just a job"

"It is pressurised, but very rewarding"

"I like being the reassuring voice at the end of the phone and making a difference for both the patient and the caller"

Terms & Conditions

You will be based at Liverpool, Manchester or Preston, depending upon where you have applied for. However, there may be a requirement to travel to other sites for your training.

You will be required to successfully complete all pre-employment checks prior to starting, these are covered in more detail further on in this factsheet.

Training

Training is 6 weeks classroom based, working Monday to Friday. During this 6 week period, annual leave is not allowed.

Following the initial 6 weeks training, you will be placed with a mentor for approximately 3 weeks. You will follow your mentor's shift pattern during this period.

It is a pre-requisite that candidates must successfully complete the training programme, including all examinations. Candidates unable to pass within the allocated time may have their employment terminated.

How new staff have found training:

"It is more difficult and challenging than I expected, however the Educators have been really supportive"

"It is hard, but good and enjoyable"

"Prepared me really well for the role"

"Intense – a lot to learn, but rewarding"

"Classroom support was excellent"

"I always felt supported and encouraged"

"Educators are really approachable and caring"

Shifts

A range of shifts are worked by EMAs, including full-time and part-time. Following training, you will be allocated to a shift pattern, which may include:

- Reserve (hours available 4 weeks in advance)
- 6, 8, 10 or 12 hour shift patterns

EOC operates 24 hours a day, 7 days a week. Therefore, if your shift falls on a bank holiday, it will form part of your normal working hours. This includes working during the Christmas and New Year period.

An **example** rota is provided below of what a reserve member of staff *may* work as part of their hours over the month.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0900-1900	1600-0200	1600-0200	Rest day	Rest day	1000-2000	1000-2000
1100-2100	Rest day	Rest day	0930-1930		1930-0530	1930-0530
1930-0530		1400-2200	1500-2300	Rest day	0800-1800	Rest day
Rest day	Rest day	1000-2000	1000-2000	Rest day	2100-0700	1900-0300

What's in it for you?

EMAs are paid under 'Agenda for Change' at Band 3. On top of this you will receive a percentage of your wage based on the number of unsocial hours you work.

Upon appointment, you will receive 27 days holidays plus 8 days bank holidays. After 5 years' service this rises to 29 days, and then 33 days after 10 years' service.

You will be automatically entered into the NHS pension scheme. You will work as part of a team making a positive difference in people's lives every day!

The Trust also provides access to numerous resources filled with information on how you can stay fit and healthy at work. 'Invest in Yourself' is a positive approach that aims to help combat the challenges faced by staff, and focusses on supporting a healthy, happy and fit workforce.

Pre-Employment Checks

The pre-employment checks undertaken for this role are:

- ID Checks
- Disclose & Barring Service (DBS) Checks
- Occupational Health Check
- References
- Proof of Qualifications

ID Checks:

We would need the below to satisfy NHS Checks, DBS Checks and Right to Work:

- Two forms of ID (one must be photographic)
- Passport
- Driving Licence
- Birth/Adoption Certificate
- Marriage Certificate

One Proof of Address:

- Bank Statement (must be dated within the last 3 months, cannot be online statement)
- Utility Bill (must be dated within the last 3 months, cannot be online bill)
- Council Tax Statement (must be dated within 12 months)

DBS Checks:

The DBS check for this role will be an enhanced check, this will need to be processed and the results back before the start date. You would then also need to sign up to the DBS Update Service, which is an annual subscription costing £13 per year.

Occupational Health Check:

This is an online health screening questionnaire which would need to be submitted directly to Occupational Health, they will then assess the information you provide and may need to call you in for an appointment if required.

References:

For references we would need a reference completed from all jobs you have held within the last 3 years, this includes any educational institutes you have been enrolled on during this period too. Any gaps in employment will need to be covered by either: Proof of unemployment or a character reference. We would need email addresses for your referees, these would need to be work email addresses (no Hotmail, Gmail etc).

Proof of Qualifications:

We would need to see the certificates to prove you have the essential requirement for this role, this would need to be GCSE Level or Equivalent (Level 2 Qualifications).

All of the above would need to be complete before we could issue an Unconditional Offer Letter and before you could start employment with us. The sooner we get this information the sooner we can complete the checks for you and you can join!