# **Urgent Care & Falls Assistant**

Accountable to: Team Leads, Ambulance Operations Delivery Lead & Ambulance Operational Delivery Manager

Location: Newtown

Hours: \*35 hours per week (\*140 hours over a 4 week period)

Salary: £11.99 per hour

# **St John Ambulance Cymru**

St John Ambulance Cymru is the first aid charity for Wales. Established in 1918, our mission is to save lives and enhance the health and wellbeing of Welsh communities.

Supported by nearly 2,600 volunteers, we continue to deliver frontline services in the heart of Welsh communities and provide vital support to our emergency services when they need us most. We provide workplace training in first aid and health and safety and event medical cover at thousands of events. We support NHS Wales with falls response and mental health transfer services, and we run programmes for children and young people from age 5 – 18. We turnover around £8m per annum.

St John Ambulance Cymru are also part of something much bigger, an independent Priory of the Order of St John, working alongside 43 St John establishments across the globe.

It’s a great time to join us as we are undergoing an extensive and exciting programme of modernisation preparing for our new 2025-2030 and beyond strategy.

# **The Opportunity**

The Urgent Care & Falls Assistant is responsible for providing a high level of quality and effective care to patients within the community, under the direction of the Welsh Ambulance Service NHS Trust (WAST) and other clients. This role will be providing transportation for high-dependency and non-emergency patients or attending falls response or welfare calls in a timely manner.

The Assistant will attend patients and service users and act in accordance with St John Ambulance Cymru policies and procedures. The assistant is responsible for providing a patient assessment at scene, the provision of any suitable emergency treatment or support in line with the trained clinical scope of practice or contract requirements.

The service operates 365 days a year and we provide 24-hour support, so day and night-time working will be required as well as working on weekends in a shift pattern. If successful in the role, the candidate will be expected to lone work comfortably on times, during day and night shifts, therefore you must be confident in your own skills and able to work under pressure.

Falls Responders operate over 12-hour shifts, Log on - 0730 – Log off - 1930 (days) and Log On - 1930 – Log Off - 0730 (nights) with the possibility to overrun, other duties may have varying shift times.  Rotas are typically published 8 weeks in advance.

# **What you’ll need to be successful**

Experience in providing care to patients/clients in a variety of settings, NEPTS or Urgent Care is desirable. You will need to be able to work either as a team or on your own, follow procedures but also be able to think outside the box as and when situations arise.

You will have good communication skills, confident in completing paperwork and have the ability to work calmly and effectively in difficult and pressurised situations.

You will have 2 years driving experience and hold a valid Full UK Driving licence with no more than 6 penalty points. You should have eligibility to work and live in the United Kingdom.

Please note that due to the nature of this role you will be required to have an Enhanced DBS check

We are particularly keen to hear from people who have experience with working with people disabilities or over the age of 50.

# **What you’ll get in return**

In return, you’ll have access to a range of benefits including, but not limited to:

* 27 days holiday (excluding bank holidays)
* Access to a Blue Light Card, providing various discounts at more than 15,000 retailers.
* Employee Assistance Programme (EAP)
* Access to a Health Cash Back plan after 6 months.
* Enhanced maternity/paternity scheme
* Various training and development opportunities.

# **How to apply**

If you this sounds like you, we’d love to hear from you!

To apply please visit: <https://www.sjacymru.org.uk/en/page/careers> ensuring your submission reaches us by **11:59pm on Sunday 16th March 2025**

If you would like an informal chat about the role, you can contact our Ambulance Operations Delivery Manager, David Tyler via [david.tyler@sjacymru.org.uk](mailto:david.tyler@sjacymru.org.uk).

Good luck!