

Contents

Profile Title	AfC Banding	Page
Call handler entry level	2	9 – 10
Call handler	3	11-12
Call handler higher level	4	13-14
Call handler supervisor	5	15-16
Patient Transport Services (PTS) Driver	2	17
Ambulance Services Driver (PTS) Higher Level	3	18
Ambulance Practitioner	4	19 – 20
Ambulance Practitioner Specialist	5	21 – 22
Paramedic (Newly Qualified)**	5	23 – 24
Paramedic*	6	25 – 26
Ambulance Practitioner Advanced	6	27 – 28
Emergency Services Team Leader	6	29 – 30
Emergency Services Area Manager	7	31 – 32

***New in November 2016 – guidance for matching paramedic roles to profiles can be found on pages 2 to 7 of this document**

**** New in February 2017 – Paramedic (Newly Qualified) – see below for explanatory note**

The Job Evaluation Group (JEG) was asked to review the profiles for paramedic roles to see whether they were fit for purpose. This resulted in the development of a new band 6 Paramedic profile which was agreed and published in 2016. As part of this agreement it was decided that, in order to ensure safe practice and provide consolidation of learning to enhance the operation of the service, there should be a period of up to 24 months for newly-qualified paramedics (NQPs) where they work with additional support and guidance from senior colleagues before assuming a band 6 position.

Now that this programme has been agreed, JEG has been asked to consider whether a separate profile is needed in order to support this new learning package. Having reviewed the Job Description and Person Specification agreed in partnership by all stakeholders, JEG has drafted a new profile, Paramedic (Newly-Qualified) that evaluates at a band 5. This profile acknowledges that the clinical knowledge required for the paramedic role will already exist, but the NQP will be expected to work solely within trust guidelines and JRCALC and will be expected to seek advice and support for any expected deviation from these protocols. This necessarily affects the Analytical and Judgement, Patient Care and Freedom to Act factors. The Human Resources factor reflects the fact that NQPs will not be expected to formally mentor/supervise other staff (this being part of the band 6 position). Likewise Planning and

Organising and Policy and Service development have reduced scores compared with the band 6 profile as it is not expected the NQP will work at that level during this programme.

In order for the job evaluation to remain consistent and ensure the principles of equal pay, organisations will need to ensure there is a difference between the band 5 and band 6 role in deployment and operation.

This profile will apply to all paramedics who have newly entered employment since 1 September 2016 and should be used by organisations to match such roles. Once the consolidated learning package is completed successfully the paramedic will move to band 6 and their new job description should match to the agreed Paramedic profile. This transition to the band 6 role is automatic apart from in exceptional circumstances where issues are being dealt with under formal capability procedures.

***** New in September 2021 – Call handlers**

As part of the Emergency Services review, the NHS Staff Council's Job Evaluation Group (JEG) has published revisions to the national Call Taker profile.

As part of the amendments, the profile has been renamed to Call Handlers and additional profiles at higher bands have been included.

Background

As part of the 2015-16 pay settlement, the National Ambulance Strategic Partnership Forum (NASPF) tasked the NHS Staff Council Job Evaluation Group (JEG) with reviewing and amending, as necessary, the national profiles in respect of paramedics. The NHS Job Evaluation Scheme provides the backbone of the NHS Agenda for Change agreement, ensuring equal pay for work of equal value. As a result, JEG has developed a new band 6 paramedic national profile. (JEG notes on this new profile are in the Annex to this guidance).

The NHS Staff Council Executive has agreed the profile, which has now been published. JEG has been asked to set out the steps employers need to take to reassure themselves and their staff, in light of this, that their paramedic roles are banded correctly.

Suggested process

It is important that all parties have confidence in this process. Local partnerships should therefore use this guidance and agree an outline timetable for the work. Any timetable should balance the need to match without unnecessary delay whilst ensuring the matching process is undertaken thoroughly and in partnership.

JEG recommends the following steps are taken and that this document should be made available to all matching and consistency panels:

1. **Post holders and their managers** should review and agree job descriptions (JDs) to ensure they accurately reflect the current requirements of the role.
2. **Cluster jobs around job descriptions.** If it is possible to group jobs with similar or the same JDs, this will avoid duplication and give consistency of outcomes when matching. Again, this should be done in partnership and job holders will need to agree that this is appropriate.
3. **Additional information.** JDs will not normally contain information for all 16 factors in the NHS JE scheme, e.g. effort factors. Reach agreement in partnership as to how best to do this, so that matching panels will have access to all relevant job information. Some employers use a template, others use job advisors (in partnership) that can be questioned by the panel, either in person or over the telephone.
4. **Agreed JDs (or JD clusters)** should then be put to a properly constituted job matching panel of between three and five fully trained practitioners representing management and staff side. It is important that panels do not include representatives of the jobs to be matched, as this may lead to bias. The panel will need to have up-to-date and agreed JDs, person specifications and organisation charts of jobs to be matched plus any supplementary information they need (see point 5 below).
Profiles for paramedic roles are as follows:

- Ambulance practitioner specialist (band 5)¹
- Ambulance practitioner advanced (band 6)
- Paramedic (band 6 – new)

Please note that the above are profile labels and not necessarily job titles. JEG has labelled the new band 6 profile paramedic in line with labelling conventions.

5. **The panel reads the job information** before commencing the matching process and reaching consensus on which profile to begin matching to. The best way of deciding on an appropriate profile is to compare the job statement at the top of a profile with the main purpose of job section in the agreed JD. If, during the process of matching, the panel identifies that another profile needs to be considered, they can switch from one to the other. Panels have the facility to request further information from line managers and post holders if the information on the agreed JD is not clear or the panel are unsure of the detail. Panels should use this facility and not make assumptions.
6. **On a factor by factor basis** the panel should complete the matching form with information about the job to be matched from the agreed JD or other sources. This is a comparison exercise and all factors should be considered, comparing the information collected in the agreed JD etc with the information in the profile. Decisions of the panel must be reached by consensus. It is important to record all information to provide a robust audit trail.
7. **Determining the matching outcome.** Once all factor levels and rationales have been completed, it will be clear as to whether the job matches to a profile or not. Either the job will match perfectly (all of the factor levels are the same as in the profile) or it will be a band match, i.e. knowledge, training and experience (KTE) and freedom to act (FTA) match exactly, other factors only vary up or down by one level, no more than five factors vary and the score does not take the job over a band boundary. Where it is not possible to match the panel may choose to consider a different profile or recommend a full evaluation of the role.
8. **Consistency checking.** All outcomes should be checked for consistency and quality in accordance with the process set out in the JE Handbook. If the consistency checking panel (CCP) finds any anomalies, these must be referred back to the original panel and a conversation should take place until both panels have agreed the outcome.
9. **Outcome.** Only when the two panels have agreed on outcome, should it be communicated to the job holder(s), together with relevant documentation – the matching form, the profile it has matched to and a personal letter explaining the outcome and what to do in case of disagreement (see below).

¹ After receiving JDs and JAQs and conducting interviews in partnership with practitioners at two site visits, on the evidence that was gathered, JEG agreed that that the role of paramedic appeared to have changed considerably over time and that there was a need for a new band 6 profile.

10. **Review process.** If a job holder disagrees with the result of the outcome, they may request a rematch within three months of notification of the original outcome. In order to trigger a review, the job holder(s) must provide details in writing of where they disagree with the match and evidence to support their case.

11. **The review panel,** consisting of trained practitioners in partnership and in which the majority of members are different from those in the original panel, will review the information and either confirm the outcome, confirm a match to a different profile or, exceptionally, refer the job for local evaluation. If the outcome has changed, consistency checking should take place before communicating it to the job holder(s).

12. **The job holder** has no right of appeal beyond the review panel.

JEG hopes that this information will help organisations to determine the best profile match for their paramedic staff in light of the newly published Band 6 profile. The NHS Staff Council Executive has also asked JEG to work with employers and trade unions, in partnership, to collate evidence and consider the need for an additional profile at band 5 for newly-qualified paramedics entering the service and undertaking a period of preceptorship. This work will commence as soon as possible but should not hold up any work locally on ensuring jobs are matched appropriately. We will circulate more information about this as soon as possible.

Frequently asked questions

Q1: How do we update job descriptions?

A: The job holder(s) with their line managers, should amend their existing JDs to reflect the role they have now, which may differ considerably from their previous JD. A typical JD should have a main purpose of job; an organisational chart and a list of the various components of the job, e.g. respond to emergency calls; see and treat; mentor newly-qualified paramedics, etc. Both staff and management should agree the contents of the JD.

Q2: Is there advice for panels on the difference between the new and former profiles?

A: Yes, JEG completed a report for the NHS Staff Council which is included in this document and should be available to panels.ⁱ

Q3: What do we do if we do not have sufficient resources to convene a matching panel?

A: There is JEG guidance on capacity problems, which is available [on the NHS Employers website](#). We recommend that you attempt to resource this yourselves, but understand this may not always be possible and you may be able to seek resources from a nearby trust or from a database of practitioners via JEG. JEG can also provide [training](#).

Q4: What do we do if a panel cannot reach consensus on the outcome?

A: Firstly, we recommend that if there is an impasse, you put the information to another convened panel to see whether this can be resolved. This will also be the case if the original and consistency checking panels cannot agree among themselves. Only if you

have made every effort to reach an agreed outcome should you contact the JEG Secretariat for assistance. See chapters 14 and 15 of the [Job Evaluation Handbook](#).

Q5: If a job is matched to a higher banded profile, when does the decision take effect? (Please note the banding may go down as well as up)

A: This is a matter for local partnership agreement but there are a number of options possible including, but not limited to the day the new job description is agreed or another locally agreed timescale.

Q6: Does the new band 6 profile apply to the Devolved Administrations?

A: Yes, this is a national profile and will apply throughout the United Kingdom.

Q7: Where can I find more information about the NHS JE Scheme?

A: In the [Job Evaluation Handbook](#).

Annex

i JEG notes on the new band 6 paramedic profile

1. Communication – Level 4a – (the same as current 5 and 6 roles)

2. Knowledge – Level 5

Having established that there is a wide variation in the attainment of the requisite knowledge for the role this required very careful deliberation.

Knowledge is attained through a combination of qualifications, training, experience, short courses etc. We found that there were Band 5 paramedics with a foundation degree and short experience working alongside others with similar responsibilities with a BSc degree and a large amount of experience.

Equally we found a specialist paramedic who had worked through the ranks with an Institute of Health Care Development (IHCD) qualification, had a large amount of experience and short courses which enabled him to demonstrate the requisite knowledge and skill to fulfil the role.

Having read the documents previously listed, we are aware that there has been discussion regarding the threshold level of qualification for entry to the Register for Paramedics (Health and Care Professions Council, Education and Training Committee 2014) and that the profession is moving towards graduate entry (2019/20).

All of the paramedics that were interviewed were registered with the Health and Care Professions Council, which is a prerequisite.

The Health and Care Professions Council (HCPC) has set the standards of proficiency for all of the professions that they regulate and states that registrant paramedics must 'be able to practise as an autonomous professional, exercising their own professional Judgement' (HCPC Standards of proficiency – Paramedics 2014).

We believe that knowledge at JE level 5 is the most appropriate for the paramedic role, having considered all of the information.

Level 5: Understanding of a range of work procedures and practices, which require expertise within a specialism or discipline, underpinned by theoretical knowledge or relevant practical experience. ([Job Evaluation Handbook](#))

Furthermore the guidance note on the difference between levels 4 and 5 is relevant:

The differences between levels 4 and 5 are:

- *the breadth and depth of the knowledge requirement*
- *the level of the equivalent qualifications ([Job Evaluation Handbook](#))*

Therefore, on the evidence that we have we believe that the breadth and depth of the knowledge required to fulfil the role of paramedic, irrespective of the way it has been acquired, merits a level 5.

In addition to that, when consistency checking against the JE profiles for other clinical roles in the allied health professions and nursing where knowledge has been acquired by a mixture of qualifications, training and experiential learning, this decision seems consistent.

3. Analytical and judgemental skills – Level 3 - 4

We have applied a range to accommodate the possibility that more complex analysis and decision making may be required.

4. Planning and organisational skills - Level 2 (the same as current 5 and 6 roles)

5. Physical Skills – Level 4 - (the same as current 5 and 6 roles)

6. Responsibilities for patient/client care – 5a - (the same as current 5 and 6 roles) Level 5 was considered to be appropriate due to the assessment necessary in determining the care to be delivered. This is consistent with a band 5 nurse profile, and would be expected of a practitioner with a level 5 for knowledge training and experience. Site visits interviews revealed no significant difference in the care package development or provision between current band 5 and 6 practitioners.

7. Responsibilities for policy and service development implementation -Level 1-2

We have applied a range to accommodate differing responsibility locally

8. Responsibilities for financial and physical resources - Level 2abc - (the same as current 5 and 6 roles)

9. Responsibilities for human resources – 2bc - (the same as current 5 and 6 roles)

10. Responsibilities for information resources -Level 1 - (the same as current 5 and 6 roles)

11. Responsibilities for research and development – Level 1 - (the same as current 5 and 6 roles)

12. Freedom to Act – Level 3 - (the same as current 5 and 6 roles)

13. Physical effort – Level 4c -5b

We have applied a range to accommodate differences in caseloads

14. Mental effort - Level 2a -3a

We have applied a range to accommodate differences in caseloads

15. Emotional effort – Level 4ab - (the same as current 5 and 6 roles)

16. Working conditions – Level 5 - (the same as current 5 and 6 roles)

It should be noted that these jobs score highly for the effort and environment factors and whilst this is unusual for a job with a knowledge training and experience level at 5, because of the nature of the work undertaken and the impact this has on the effort and environment factors; it is, in job evaluation terms, how it is and reflects the idiosyncratic nature of this particular job.

Call handler – entry level

Job Statement:

1. Receives routine calls from the general public
2. Inputs key information into computerised system; provides basic advice from agreed protocols/processes (clinical assessment tool)
3. Refers caller to appropriate service

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive routine information requiring tact or persuasive skills or barriers to understanding Exchanges information with callers: gives advice & provides reassurance, callers may be distressed. Barriers to communication, understanding including language, emotions, background noise etc.	3(a) 21
2. Knowledge, Training & Experience	Range of work procedures requiring on the job training In house training on Procedures for responding to calls, transfer calls to internal sources and external agencies. Specific training to use advanced key board skills while taking calls.	2 36
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis Skills for assessing calls to determine which protocol to follow	2 15
4. Planning & Organisational Skills	Organise own day to day work tasks or activities Plans own activities around incoming calls	1 6
5. Physical Skills	Physical skills obtained through practice over a period of time / developed physical skills where there is a specific requirement for speed or accuracy Dexterity, co-ordination & sensory skills for use of keyboard to input information / touch typists and advanced computer operator skills in logging call information accurately	2 – 3a 15 - 27
6. Responsibility for Patient/Client Care	Provide general non clinical advice, information directly to the patient, clients, relatives or carers /Provides basic clinical advice Provides non clinical advice to callers /Provides clinical advice to callers using the clinical assessment tool	2 - 3(c) 9 - 15
7. Responsibility for Policy/Service Development	Follows policies in own role, may be required to comment Follows work place policies	1 5
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources Careful use of computer equipment	1 5
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees Demonstrate duties to new staff, short periods	1 5
10. Responsibility for Information Resources	Responsible for data entry Inputs caller information into computer system	2a 9
11. Responsibility for Research & Development	Occasionally participate in equipment testing Tests call equipment	1 5

12. Freedom to Act	Well established procedures, supervision close by / is guided by standard operating procedures. Someone is generally available for reference Supervision available when required/ able to deal with enquiries which are normally routine	1-2 5-12
13. Physical Effort	Frequent sitting or standing in restricted position Sits at keyboard or radio most of each shift	2(a) 7
14. Mental Effort	Frequent concentration; work pattern predictable/ occasional prolonged concentration Takes calls, response job/ prolonged concentration during busy spells	2(a)- 3(b) 7 -12
15. Emotional Effort	Occasional indirect exposure to highly distressing or highly emotional / frequent indirect exposure to distressing or emotional circumstances; Dealing with distressed callers. de-escalation of aggressive and distressed callers/ dealing with occasional calls where there is death of the patient	2 c – 3c 11 - 18
16. Working Conditions	Use VDU equipment more or less continuously ; Occasional exposure to unpleasant working conditions Sits at VDU for all or most of shift; may experience on calls verbal aggression	2(e) 7
JE Score/Band	Band 2 161 - 215	168-205

Call handler (band 3)

Job Statement:

1. Provides a front line service answering emergency and urgent care calls and/or calls for health advice.
2. Provides clinical triage advice and Inputs key information into computerised system; provides condition related advice from protocols.
3. Escalates calls / refers to appropriate service.

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive routine information requiring tact or persuasive skills/provide and receive complex, sensitive or contentious information, where persuasive, motivational, negotiating, training empathic or re-assurance skills required Exchanges information with callers: gives advice, provides reassurance, callers may be distressed e.g. CPR, childbirth, choking, convulsions /dealing with traumatic situations such as death, perceived issues of risk, neglect, abuse or endangerment, Callers may often be traumatised, confused frightened and anxious and must be dealt with appropriately and with empathy by the call taker or handler	3(a) – 4a 21 - 32
2. Knowledge, Training & Experience	Range of work procedures requiring job training, base level theoretical knowledge Knowledge and training on use of the computer triage system. Accredited training to deal with emergency calls, understanding of basic anatomy and physiology and recognition of life threatening conditions. Demonstrable competence in use of advanced key board skills while taking calls.	3 60
3. Analytical & Judgemental Skills	Range or facts of situations, which require analysis or comparison of a range of options There is a requirement to assess and determine appropriate action e.g. initial patient assessment, able to adapt response and escalate in emergency conditions, able to adapt to system failures.	3 27
4. Planning & Organisational Skills	Organise own day to day work tasks or activities Plans own activities around incoming calls	1 6
5. Physical Skills	Developed Physical skills obtained through practice where there is a need for speed and accuracy Touch typists and advanced computer operator skills in logging call information accurately, use of multiple screens and headsets in taking the calls.	3a 27
6. Responsibility for Patient/Client Care	Provides basic clinical advice Provides emergency advice to callers using the clinical assessment tool e.g.CPR, managing shock or haemorrhage	3(c) 15
7. Responsibility for Policy/Service Development	Follows policies in own role, may be required to comment Follows and implements changes to procedures and policies as appropriate within own work area. Suggest improvements to the triage system.	1 5
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources Careful use of computer equipment	1 5
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees Demonstrate duties to new staff, short periods	1 5
10. Responsibility for Information Resources	Responsible for data Entry Ensures the timely assessment, questioning and accurate recording of all calls into computer system	2 9
11. Responsibility for Research &	Occasionally participate in equipment testing Undertakes survey and audits as necessary to own work.	1 5

Development		
12. Freedom to Act	Is guided by standard operating procedures. Someone is generally available for reference Instruct and advise callers in line with protocols and procedures e.g. interpret advice on computer system and the triage pathway. Supervision and advice is generally available for reference.	2 12
13. Physical Effort	Frequent sitting or standing in restricted position Sits at keyboard or radio most of each shift, uses headsets	2(a) 7
14. Mental Effort	Occasional prolonged concentration Prolonged concentration taking and dealing with emergency calls	3(b) 12
15. Emotional Effort	Frequent indirect exposure to highly distressing or highly emotional circumstances Dealing with distressed callers many times a week. E.g. Verbal aggression and the need to de-escalate those situations to ensure correct and relevant information is obtained, patient death	3c 18
16. Working Conditions	Use VDU equipment more or less continuously ; Occasional exposure to unpleasant working conditions Sits at VDU for all or most of shift; verbal aggression	2 (a)(e) 7
JE Score/Band	Band 3 (216 – 270)	241 - 252

Call handler – higher level (band 4)

Job Statement:

1. Mentor or coach a team of call handlers to ensure performance objectives and achieved
2. Provides a front line service answering emergency and urgent care calls
3. Provides clinical triage advice and inputs key information into computerised system; provides emergency condition related advice from protocols
4. Escalates call / refers to appropriate service

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	<p>Provide and receive routine information requiring tact or persuasive skills; Providing advice, instruction or training to groups, where the subject matter is straightforward/ provide and receive complex, sensitive or contentious information, where persuasive, motivational, negotiating, training empathic or re-assurance skills required.</p> <p>Exchanges information with callers: gives advice, empathy & reassurance, callers may be distressed e.g. CPR, childbirth, choking, convulsions; mentor and support team of call handlers /dealing with traumatic situations such as death, perceived issues of risk, neglect, abuse or endangerment, Callers may often be traumatised, confused frightened and anxious and must be dealt with appropriately by the call taker or handler</p>	3(a)(c) – 4a 21 - 32
2. Knowledge, Training & Experience	<p>Understanding a Range of work procedures and practices, majority of which are non-routine, requiring intermediate formal theoretical knowledge</p> <p>Knowledge of computer based information systems. Triage training. Ability to deal with emergency calls, understanding of basic anatomy and physiology and recognition of life threatening conditions. Plus short courses in mentoring, leadership, audit or supervision.</p>	4 88
3. Analytical & Judgemental Skills	<p>Range or facts of situations, which require analysis or comparison of a range of options</p> <p>There is a requirement to assess and determine appropriate action e.g. initial patient assessment, able to adapt response and escalate in emergency conditions, able to adapt to system failures.</p>	3 27
4. Planning & Organisational Skills	<p>Planning and organisation of straightforward tasks, activities or programmes, some of which may be ongoing</p> <p>Planning staff rotas, allocating work to staff</p>	2 15
5. Physical Skills	<p>Developed Physical skills obtained through practice where there is a need for speed or accuracy</p> <p>Touch typists and advanced computer operator skills in logging call information accurately, use of multiple screens and headsets in taking the calls.</p>	3a 27
6. Responsibility for Patient/Client Care	<p>Provides basic clinical advice</p> <p>Provides emergency advice to callers using the clinical assessment tool e.g. CPR, managing shock and haemorrhage</p>	3(c) 15
7. Responsibility	Implements policies for own work area and proposes	2

for Policy/Service Development	changes to working practices or procedures for own work area Review performance and makes suggestions for improvement and implements agreed action plan for the team	12
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources Careful use of computer equipment	1 5
9. Responsibility for Human Resources	Regularly responsible for providing training in own discipline, practical training or undertaking basic workplace assessments/Responsible for day to day management of a group of staff; responsible for the teaching or delivery of specialist training Responsible for supporting and coaching staff/ To assist in human resource activity such as recruitment and induction of staff, performance management, allocation of work, sickness absence management; delivery of training to call handlers	2c-3ac 12-21
10. Responsibility for Information Resources	Data entry Ensures the timely assessment, questioning and accurate recording of all calls into computer system	2 9
11. Responsibility for Research & Development	Occasionally participate in equipment testing Undertakes survey and audits as necessary to own work.	1 5
12. Freedom to Act	Is guided by precedent and clearly defined protocols and procedures. Work is managed and outcomes are assessed at agreed intervals Works without direct supervision, uses initiative to deal with unplanned events. May have line management and leadership responsibilities.	3 21
13. Physical Effort	Frequent sitting or standing in restricted position Sits at keyboard or radio most of each shift, uses headsets	2(a) 7
14. Mental Effort	Occasional prolonged concentration Prolonged concentration taking and dealing with calls	3(b) 12
15. Emotional Effort	Frequent indirect exposure to highly distressing or highly emotional circumstances Dealing with distressed callers. E.g. Verbal aggression and the need to de-escalate those situations to ensure correct and relevant information is obtained on average once a week a more	3c 18
16. Working Conditions	Use VDU equipment more or less continuously ; Occasional exposure to unpleasant working conditions Sits at VDU for all or most of shift; verbal aggression	2 (a)(e) 7
JE Score/Band	Band 4 (271 – 325)	301 - 321

Call handler – supervisor (band 5)

Job Statement:

1. Line manage a team of call handlers
2. Compile data and reports to ensure and demonstrate that performance objectives are achieved
3. Provides a front-line service answering emergency and urgent care calls
4. Provides clinical triage advice and inputs key information into computerised system; provides emergency condition related advice from protocols

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex, sensitive or contentious information, where persuasive, motivational, negotiating, training empathic or re-assurance skills required. Full line management of team of call handlers including dealing with performance issues. Handling complaints from service users. Dealing with traumatic situations such as death, perceived issues of risk, neglect, abuse or endangerment, Callers may often be traumatised, confused frightened and anxious and must be dealt with appropriately by the call taker or handler	4a 32
2. Knowledge, Training & Experience	Understanding a Range of work procedures and practices, majority of which are non-routine, requiring intermediate formal theoretical knowledge Knowledge of computer-based information systems. Triage training. Ability to deal with emergency calls, understanding of basic anatomy and physiology and recognition of life-threatening conditions. Plus, short courses in mentoring, audit, leadership and supervision.	4 88
3. Analytical & Judgemental Skills	Range or facts of situations, which require analysis or comparison of a range of options There is a requirement to assess and determine appropriate action e.g. initial patient assessment, able to adapt response and escalate in emergency conditions, able to adapt to system failures. Analyse performance against KPIs	3 27
4. Planning & Organisational Skills	Planning and organisation of straightforward tasks, activities or programmes, some of which may be ongoing Planning induction activities, staff rotas and adjusting rotas to deal with dynamic shift changes allocating work to staff	2 15
5. Physical Skills	Developed Physical skills obtained through practice where there is a need for speed or accuracy advanced computer operator skills in logging call information accurately, use of multiple screens and headsets in taking the calls.	3a 27
6. Responsibility for Patient/Client Care	Provides basic clinical advice Provides emergency advice to callers using the clinical assessment tool e.g. CPR, managing shock and haemorrhage, choking, child births, safeguarding, mental health situations	3(c) 15
7. Responsibility for Policy/Service Development	Implements policies for own work area and proposes changes to working practices or procedures for own work area Review performance and makes suggestions for improvement and implements agreed action plan for the team	2 12
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources/Authorised signatory for small cash or financial payments Careful use of computer equipment/Sign off expenses	1 – 2d 5 - 12
9. Responsibility for	Responsible for day to day management of a group of staff;	3ac

Human Resources	responsible for the teaching or delivery of specialist training To assist in recruitment and induction of staff, performance management, allocation of work, sickness absence management; delivery of training to call handlers	21
10. Responsibility for Information Resources	Regular requirement to use computer software to develop or create statistical reports requiring formulae Writing code or queries (e.g. SQL) to compile statistical reports e.g. performance targets	3b 16
11. Responsibility for Research & Development	Occasionally participate in equipment testing Undertakes survey and audits as necessary to own work.	1 5
12. Freedom to Act	Is guided by precedent and clearly defined protocols and procedures. Work is managed and outcomes are assessed at agreed intervals Works without direct supervision, uses initiative to deal with unplanned events. Line management and leadership responsibilities.	3 21
13. Physical Effort	Frequent sitting or standing in restricted position Sits at keyboard or radio most of each shift, uses headsets	2(a) 7
14. Mental Effort	Occasional prolonged concentration Prolonged concentration taking and dealing with calls	3(b) 12
15. Emotional Effort	Frequent indirect exposure to highly distressing or highly emotional circumstances Dealing with distressed callers. E.g. Verbal aggression and the need to de-escalate those situations to ensure correct and relevant information is obtained on average once a week a more	3c 18
16. Working Conditions	Use VDU equipment more or less continuously; Occasional exposure to unpleasant working conditions Sits at VDU for all or most of shift; verbal aggression	2 (a)(e) 7
JE Score/Band	Band 5 (326-395)	328 - 335

Patient Transport Services (PTS) Driver

- Job Statement:**
1. Collects patients and escorts to vehicle
 2. Drives vehicle to and from hospitals, clinics, departments
 3. Escorts patients to appropriate clinic or department

Factor	Relevant Job Information	JE Level
1. Communications & Relationship Skills	Persuasive skills, barriers to understanding Exchanges condition related information with patients, relatives, empathy and reassurance	3 (a)
2. Knowledge Training & Experience	Range of procedures, induction training Procedures for collecting and conveying patients; training over weeks	2
3. Analytical and Judgemental Skills	Straightforward job related facts Responds to route, appointment problems	1
4. Planning and Organisational Skills	Planning & Organisational Skills Plans route, adjusts for road, traffic conditions	2
5. Physical Skills	Skills acquired through practice Dexterity, co-ordination & sensory skills for driving	2
6. Responsibility for Patient/Client Care	Provides basic care to patients Provides transport, escort services	3 (a)
7. Responsibility for Policy/Service Development	Follows policies, may comment	1
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment Responsible for vehicle & equipment	1
9. Responsibility for Human Resources	Demonstrates own duties to others May demonstrate duties to new staff	1
10. Responsibility for Information Resources	Records personally generated information Maintains records	1
11. Responsibility for Research & Development	Little or no responsibility	1
12. Freedom to Act	Standard operating procedures, supervision available Supervision available by radio	2
13. Physical Effort	Frequent requirement to exert moderate effort for several short periods during shift Lifts, pushes & pulls patients several times, daily	3 (c)
14. Mental Effort	Frequent requirement for concentration, work pattern predictable Drivers patients, daily schedule	2 (a)
15. Emotional Effort	Occasional distressing circumstances Patients with serious or disfiguring injuries	2
16. Working Conditions	Occasional unpleasant conditions; frequent requirement to drive	2 (a) (c)
JE Score/Band	JE Score 181	Band 2

Ambulance Practitioner (PTS) Higher level

- Job Statement**
1. Transports patients for appointments and treatment at a variety of locations
 2. Assists patients as required, e.g. administers medical gases, first aid
 3. May supervise a small team of patient transport drivers

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive routine information requiring tact or persuasive skills; barriers to understanding Exchanges information with patients, relatives requiring empathy and reassurance	3 (a)
2. Knowledge, Training & Experience	Range of routine work procedures, requiring job training Procedures for driving, collecting and conveying patients and giving basic first aid, acquired through job training for IHCD care assistant or equivalent	2
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis Assess patient safety	2
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Plan route, adjusts for road, traffic conditions	2
5. Physical Skills	Developed physical skills; advanced or high speed driving Advanced skills for minibus/ ambulance driving	3 (a)
6. Responsibility for Patient/Client Care	Provides personal care to patients/ clients Provides patient transport services and basic care	3 (a)
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment Follows ambulance service policies	1
8. Responsibility for Financial & Physical Resources	Handles cash, valuables; safe use of expensive equipment Handles patients valuables; Responsible for vehicles & equipment	2 (a)(e)
9. Responsibility for Human Resources	Demonstrates own duties to new or less experienced employees/ day to day supervision May demonstrate own duties to staff/ supervises a small team of patient carers	1-2 (a)
10. Responsibility for Information Resources	Record personally generated information Maintains records	1
11. Responsibility for Research & Development	Undertakes surveys or audits, as necessary to own work Completes e.g. staff surveys	1
12. Freedom to Act	Standard operating procedures, someone available for reference Works on own initiative, clinical supervision available via radio	2
13. Physical Effort	Frequent moderate effort for several short/ long periods; occasional intense Moving patients in wheelchairs, with aids; lifting patients	3(c)- 4(b)(c)
14. Mental Effort	Frequent concentration; work pattern predictable Concentration for driving, daily schedule	2 (a)
15. Emotional Effort	Frequent distressing or emotional circumstances Patients with medical or mental health conditions	3 (a)
16. Working Conditions	Frequent unpleasant conditions Smells, body odours, verbal aggression	3 (a)
JE Score/Band	JE Score 221 - 234	Band 3

Job Statement:

1. Responds to emergency, urgent and routine calls, delivers treatment
2. Undertakes emergency driving; lifts and carries patients
3. Undertakes daily vehicle checks, check and re-stock equipment and supplies

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex, sensitive information; barriers to understanding Communicates condition related information to patients/clients, relatives and clinical staff; requires empathetic and reassurance skills	4a
2. Knowledge Training & Experience	Range of work procedures and practices, base level theoretical knowledge Knowledge of procedures for emergency and other situations; acquired through training for IHCD technician qualification or equivalent	3
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis, comparison of range of options Assesses situation, decides courses of action in accordance with guidelines and protocols	3
4. Planning and Organisational Skills	Organise own day to day work tasks or activities Plans, organises own tasks/ plans, organises on-scene activities	1-2
5. Physical Skills	Developed physical skills, manipulation of objects, people; narrow margins for error; highly developed physical skills, accuracy important, manipulation of fine tools, materials Dexterity, co-ordination & sensory skills for driving, lifting & moving patients, clinical procedures e.g. intra-muscular injections while moving	3(a) (b)
6. Responsibility for Patient/Client Care	Implement clinical care, care packages/ provide advice in relation to care Assesses and delivers emergency and medical treatment within clinical guidelines; provides advice to patients, carers	4(a) (c)
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment Follows ambulance service policies, may comment on proposals for change	1
8. Responsibility for Financial & Physical Resources	Handle cash, valuables; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of ambulance & equipment	2abce
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees May demonstrate own duties to new members of staff, including students	1
10. Responsibility for Information Resources	Record personally generated information Keeps records of emergency and other treatment, incidents	1
11. Responsibility for Research and Development	Complete surveys or audits as necessary to own work Completes e.g. staff surveys, occasionally involved in equipment trials, clinical audits	1
12. Freedom to Act	Standard operating procedures, someone available for reference Works within relevant emergency medical treatment protocols and procedures, advice is available from more senior healthcare practitioners	2

13. Physical Effort	Occasional/ frequent intense effort for several short periods Lifting and carrying patients/clients in limited physical space	4c-5b
14. Mental Effort	Frequent concentration, work pattern pattern/unpredictable Concentration on driving, delivering emergency medical care/ may be switched to other emergency situations	2a-3a
15. Emotional Effort	Occasional trauma; frequent highly distressing or emotional circumstances Arriving at and dealing with e.g. families at the scene of accidents	4ab
16. Working Conditions	Considerable exposure to hazards Unavoidable exposure to physically dangerous situations on a regular basis	5
JE Score/Band	JE Score 292-313	Band 4

- Job Statement:**
1. Responds to emergency, urgent and routine calls; delivers treatment, including drug therapies
 2. Undertakes emergency driving; lifts and carries patients
 3. Undertakes daily vehicle checks, checks and re-stocks equipment and supplies

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex, sensitive information; barriers to understanding Communicates condition related information to patients/clients, relatives and clinical staff; requires empathetic and reassurance skills	4a
2. Knowledge Training & Experience	Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge Knowledge of clinical procedures for responding to emergency and other situations, including drug therapy, ECG acquired through training for full IHCD qualification or equivalent theoretical study and experience	4
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis, comparison of range of options Assesses situation, decides courses of action in accordance with guidelines and protocols	3
4. Planning and Organisational Skills	Plan and organise straightforward activities, some ongoing Plans, organises on-scene activities	2
5. Physical Skills	Developed physical skills, manipulation of objects, people; narrow margins for error; highly developed physical skills, accuracy important, manipulation of fine tools, materials/ highly developed physical skills, high degree of precision Dexterity, co-ordination & sensory skills for driving, lifting & moving patients, clinical procedures e.g. intra-muscular injections while moving/ skills for advanced clinical interventions e.g. intubation, cricothyroidotomy	3(a) (b)-4
6. Responsibility for Patient/Client Care	Implement clinical care, care packages/ provide advice in relation to care Assesses and delivers emergency and medical treatment within clinical guidelines; provides advice to patients, carers	4(a) (c)
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment Follows ambulance service policies, may comment on proposals for change	1
8. Responsibility for Financial & Physical Resources	Handle cash, valuables; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of ambulance & equipment	2abce
9. Responsibility for Human Resources	Professional/clinical supervision; provide training in own discipline Provides clinical supervision; job training to less experienced members of the care team	2bc
10. Responsibility for Information Resources	Record personally generated information Keeps records of emergency and other treatment, incidents	1
11. Responsibility for Research and Development	Complete surveys or audits as necessary to own work Completes e.g. staff surveys, occasionally involved in equipment trials, clinical audits	1

12. Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Works within relevant emergency medical treatment guidelines and procedures, work is managed rather than supervised	3
13. Physical Effort	Occasional/ frequent intense effort for several short periods Lifting and carrying patients/clients in limited physical space	4c-5b
14. Mental Effort	Frequent concentration, work pattern pattern/unpredictable Concentration on driving, delivering emergency medical care/ may be switched to other emergency situations	2a-3a
15. Emotional Effort	Occasional trauma; frequent highly distressing or emotional circumstances Arriving at and dealing with e.g. families at the scene of accidents	4ab
16. Working Conditions	Considerable exposure to hazards Unavoidable exposure to physically dangerous situations on a regular basis	5
JE Score/Band	JE Score 345-372	Band 5

Paramedic (Newly Qualified)

Profile label Paramedic (Newly Qualified)

- Job Statement:
1. Under the clinical supervision of an experienced paramedic and seeking advice and support when required, responds to emergency, urgent and routine calls; provides advanced clinical interventions, including drug therapies at scene; may work as sole practitioner; may administer medication within PGD (Patient Group Directive) guidelines
 2. Undertakes emergency driving
 3. Undertakes daily vehicle checks, checks and re-stocks equipment and supplies

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex, sensitive information; barriers to understanding Communicates condition related information to patients/clients, relatives and clinical staff; requires empathetic and reassurance skills	4a
2. Knowledge, Training & Experience	Expertise within a discipline, underpinned by theory Professional/clinical knowledge acquired through training and/or experience to degree/diploma level or equivalent	5
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis, comparison of range of options Assesses patient situations, decides on courses of action in accordance with guidelines and protocols	3
4. Planning & Organisational Skills	Organise own day to day work tasks or activities/straightforward activities, some ongoing Plans own work tasks/Plans, organises on-scene activities	1-2
5. Physical Skills	Highly developed physical skills, high degree of precision Highly developed dexterity, co-ordination and sensory skills for advanced clinical interventions e.g. advanced airway management including intubation, cricothyroidotomy, suturing	4
6. Responsibility for Patient/Client Care	Implements clinical care, care packages Assesses and delivers emergency treatment within clinical guidelines; provides advice to patients, carers	4(a)
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment Follows ambulance services policies, may comment on proposals for change	1
8. Responsibility for Financial & Physical Resources	Handles cash, valuables; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of vehicles and clinical equipment	2abce
9. Responsibility for Human Resources	Demonstrates own activities to new or less experienced employees Provides guidance and support, as required, to non-registered staff without assuming formal supervision, education or line management role.	1
10. Responsibility for Information Resources	Record personally generated information Keeps records of emergency and other treatment, incidents	1

11. Responsibility for Research & Development	Complete surveys or audits as necessary to own work/Occasionally participates in equipment testing Completes e.g. staff surveys, occasionally involved in equipment trials/clinical audits	1
12. Freedom to Act	Standard operating procedures, someone available for reference Works within SOPs, protocols and policies with access to clinical supervision and seeking advice and support where required	2
13. Physical Effort	Occasional/ frequent intense effort for several short periods Lifting and carrying patients/clients in limited physical space	4c-5b
14. Mental Effort	Frequent concentration, work pattern predictable/unpredictable Concentration on driving, delivering emergency care/ may be switched to other emergency situations	2a-3a
15. Emotional Effort	Occasional trauma; frequent highly distressing or emotional circumstances Arriving at and dealing with e.g. families at the scene of accidents	4ab
16. Working Conditions	Considerable exposure to hazards Unavoidable exposure to physically dangerous situations on a regular basis	5
JE Score/Band	JE Score: 367 – 388	Band 5

Job Statement:

1. Responds to emergency, urgent and routine calls; provides advanced clinical interventions, including drug therapies at scene; may work as sole practitioner; may administer medication within PGD (Patient Group Directive) guidelines
2. Undertakes emergency driving
3. Undertakes daily vehicle checks, checks and re-stocks equipment and supplies

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex, sensitive information; barriers to understanding Communicates condition related information to patients/clients, relatives and clinical staff; requires empathetic and reassurance skills	4a
2. Knowledge Training & Experience	Expertise within a discipline, underpinned by theory Professional/clinical knowledge acquired through training and/or experience to degree/diploma level or equivalent	5
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis, comparison of range of options/Complex facts or situations requiring analysis, interpretation, comparison of range of options Assesses patient situations, decides on courses of action in accordance with guidelines and protocols/assesses complex patient conditions	3-4
4. Planning and Organisational Skills	Plan and organise straightforward activities, some ongoing Plans, organises on-scene activities	2
5. Physical Skills	Highly developed physical skills, high degree of precision Highly developed dexterity, co-ordination and sensory skills for advanced clinical interventions e.g. advanced airway management including intubation, cricothyroidotomy, suturing	4
6. Responsibility for Patient/Client Care	Develop programmes of care, care packages Provides packages and programmes of emergency and medical care	5(a)
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment/ implement policies and proposes changes to practices, procedures for own area Follows policies for provision of medical treatment, may comment on proposals for change/ proposes changes to practices and procedures	1-2
8. Responsibility for Financial & Physical Resources	Handles cash, valuables; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of vehicles and clinical equipment	2abce
9. Responsibility for Human Resources	Clinical supervision; provide training in own discipline Provides clinical supervision, provides job training to less experienced members of the care team	2bc
10. Responsibility for Information Resources	Record personally generated information Keeps records of emergency and other treatment, incidents	1
11. Responsibility for Research and Development	Complete surveys or audits as necessary to own work/Occasionally participates in equipment testing Completes e.g. staff surveys, occasionally involved in equipment trials/clinical audits	1

12. Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Works within emergency protocols and guidelines, work is managed rather than supervised	3
13. Physical Effort	Occasional/ frequent intense effort for several short periods Lifting and carrying patients/clients in limited physical space	4c-5b
14. Mental Effort	Frequent concentration, work pattern pattern/unpredictable Concentration on driving, delivering emergency medical care/ may be switched to other emergency situations	2a-3a
15. Emotional Effort	Occasional trauma; frequent highly distressing or emotional circumstances Arriving at and dealing with e.g. families at the scene of accidents	4ab
16. Working Conditions	Considerable exposure to hazards Unavoidable exposure to physically dangerous situations on a regular basis	5
JE Score/Band	JE Score 400 – 434	Band 6

- Job Statement:**
1. Responds to emergency and urgent calls; provides advanced clinical interventions, including drug therapies, at scene; may work as sole practitioner; may prescribe within PGD (Patient Group Directive) guidelines
 2. Undertakes emergency driving
 3. Undertakes daily vehicle checks, checks and re-stocks equipment and supplies

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex, sensitive information; barriers to understanding Communicates condition related information to patients/clients, relatives and clinical staff; requires empathetic and reassurance skills	4a
2. Knowledge Training & Experience	Expertise within specialism underpinned by practical experience Knowledge of procedures for advanced clinical intervention at scene; acquired through diploma level qualification plus additional theoretical study and experience to degree or equivalent level	5
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis, comparison of range of options/Complex facts or situations requiring analysis, interpretation, comparison of range of options Assesses patient situations, decides on courses of action in accordance with guidelines and protocols/assesses complex patient conditions	3/4
4. Planning and Organisational Skills	Plan and organise straightforward activities, some ongoing Plans, organises on-scene activities	2
5. Physical Skills	Highly developed physical skills, high degree of precision Highly developed dexterity, co-ordination and sensory skills for advanced clinical interventions e.g. advanced airway management including intubation, cricothyroidotomy, suturing	4
6. Responsibility for Patient/Client Care	Develop programmes of care, care packages/ provide specialist advice in relation to care Provides packages and programmes of emergency and medical care; provides specialist advice to patients, carers	5(a) (c)
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment/ implement policies and proposes changes to practices, procedures for own area Follows policies for provision of medical treatment, may comment on proposals for change/ proposes changes to practices and procedures	1-2
8. Responsibility for Financial & Physical Resources	Handle cash, valuable; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of vehicles and clinical equipment	2abce
9. Responsibility for Human Resources	Clinical supervision; provide training in own discipline Provides clinical supervision, provides job training to less experienced members of the care team	2bc
10. Responsibility for Information Resources	Record personally generated information Keeps records of emergency and other treatment, incidents	1
11. Responsibility for Research and Development	Complete surveys or audits as necessary to own work/Occasionally participates in equipment testing Completes e.g. staff surveys, occasionally involved in equipment trials/clinical audits	1

12. Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Works within emergency protocols and guidelines, work is managed rather than supervised	3
13. Physical Effort	Occasional/ frequent intense effort for several short periods Lifting and carrying patients/clients in limited physical space	4c-5b
14. Mental Effort	Frequent concentration, work pattern pattern/unpredictable Concentration on driving, delivering emergency medical care/ may be switched to other emergency situations	2a-3a
15. Emotional Effort	Occasional trauma; frequent highly distressing or emotional circumstances Arriving at and dealing with e.g. families at the scene of accidents	4ab
16. Working Conditions	Considerable exposure to hazards Unavoidable exposure to physically dangerous situations on a regular basis	5
JE Score/Band	JE Score 400 – 434	Band 6

Emergency Services Team Leader

- Job Statement:
1. Provides emergency care, responds to emergency, urgent & routine calls
 2. Provides clinical leadership of a team in all aspects of emergency work; monitors staff attendance, deals with staffing & resource
 3. Investigates and deals with complaints

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex information; persuasive, motivational, negotiating, training skills are required Communicates condition related information to patients, relatives, requiring empathy & reassurance	4 (a)
2. Knowledge, Training & Experience	Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge Knowledge of clinical procedures for responding to emergency and other situations, including drug therapy, ECG, acquired through training for full IHCD qualification or equivalent theoretical study and experience	4
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options Attends incidents to assess and treat patients and advise on additional support required.	4
4. Planning & Organisational Skills	Plan & organise complex activities or programmes, requiring formulation, adjustment Plans staff assessments and implementation of clinical practice standards	3
5. Physical Skills	Highly developed physical skills, high degree of precision Dexterity, co-ordination & sensory skills for surgical procedures e.g. intubation, tracheotomy	4
6. Responsibility for Patient/Client Care	Implements clinical care/ care programmes; provide advice in relation to care Assesses and delivers emergency and medical treatment within clinical guidelines; provides advice to patients, carers	4(a)(c)
7. Responsibility for Policy/Service Development	Implement policies and proposes changes to practices, procedures for own area Contributes to policy reviews	2
8. Responsibility for Financial & Physical Resources	Safe use of expensive equipment Safe use of ambulance and equipment	2(e)
9. Responsibility for Human Resources	Day to day supervision Supervises, appraises team members	2(a)
10. Responsibility for Information Resources	Records personally generated information Maintains incident records	1
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Occasionally participates in equipment, clinical trials	1

12. Freedom to Act	Clearly defined occupational policies, work managed, rather than supervised/ broad occupational policies Organises work of team/ works within broad paramedic policies and trust procedures	3-4
13. Physical Effort	Occasional/ frequent requirement to exert intense effort, several short periods each shift Pushes, pulls/ lifts patients in awkward, difficult positions	4(c)-5(b)
14. Mental Effort	Frequent concentration; work pattern unpredictable Concentration for emergency care, responds to emergency situations	3(a)
15. Emotional Effort	Occasional traumatic circumstances, frequent highly distressing or emotional circumstances Attends incidents	4(a)(b)
16. Working Conditions	Considerable exposure to hazards Incidents, aggressive patients	5
JE Score/Band	JE Score 399 – 417	Band 6

Emergency Services Area Manager

- Job Statement:**
1. Manages area service, deals with staffing & resource issues; provides clinical leadership, manages external relationships, accountable for performance and patient outcome targets
 2. Attends major incidents, emergency, urgent and routine calls
 3. Investigates and deals with complaints

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex information; persuasive, motivational, negotiating, training skills are required Communicates condition related information to patients, relatives, requiring empathy & reassurance	4 (a)
2. Knowledge, Training & Experience	Expertise within specialism, underpinned by practical experience Procedures for responding to emergency & other situations, major incidents and staff management knowledge acquired through training and experience to degree level equivalent	5
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options Assess major incidents, care requirements, resources needed	4
4. Planning & Organisational Skills	Plan, organise complex activities or programmes, requiring formulation, adjustment Plans resource usage and clinical standards compliance	3
5. Physical Skills	Highly developed physical skills, high degree of precision Dexterity, co-ordination & sensory skills for surgical interventions e.g. intubation, tracheotomy	4
6. Responsibility for Patient/Client Care	Accountable for direct delivery of clinical, clinical technical, or social care services Responsible for delivery of area service	6(d)
7. Responsibility for Policy/Service Development	Implement policies and propose changes to practices, procedures for own area/ propose policy or service changes, impact beyond own area Review policies for own area/ impact on wider area	2-3
8. Responsibility for Financial & Physical Resources	Safe use of expensive equipment/ major budgets or financial initiatives Responsible for ambulance and equipment/ monitors, holds area budget	2(e)-3(c)
9. Responsibility for Human Resources	Line management for single function or department Management of area team including recruitment, performance, development	4(a)
10. Responsibility for Information Resources	Records personally generated information Maintains area records	1
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Occasionally participates in equipment, clinical trials	1

12. Freedom to Act	Broad occupational policies Interpret and implements policies and clinical guidelines for area, discretion to work within broad service/organisation policies.	4
13. Physical Effort	Frequent moderate effort for several short periods/ occasional intense effort for several short periods Moves equipment/ patients when attending incidents	3(c) 4(c)
14. Mental Effort	Frequent concentration; work Pattern unpredictable Concentration for emergency care, responds to incidents	3(a)
15. Emotional Effort	Frequent highly distressing or emotional circumstances Dealing with major incidents, complaints	4(b)
16. Working Conditions	Some exposure to hazards; Frequent highly unpleasant conditions Attends incidents	4a)b)
JE Score/Band	JE Score 466 - 490	Band 7