North West Ambulance Service

Make a difference

www.jobs.nhs.uk
Introduction
Introduction

The North West Ambulance Service (NWAS) was established on 1 July 2006 following the merger of four Trusts covering Cumbria, Greater Manchester, Lancashire and Mersey Region. The Trust provides services to approximately 7 million people in an area of 5,500 square miles, which incorporates widely varying demography, topography and health needs throughout the region. The Trust has a budget of £215 million, currently operates from 114 ambulance stations and employs around 5,000 staff.

The North West Ambulance Service is committed to equality and diversity and aims to ensure their workforce accurately reflects the communities which it serves. We have a range of career opportunities and welcome applications from all communities and sections of society.

We are committed to providing services which embrace diversity and which promote equality of opportunity. We also offer a guaranteed interview scheme (GIS) for disabled applicants who meet our minimum selection criteria at each stage of the selection process. Application forms and information in alternative formats are available on request.

We will not tolerate discrimination in any form including: gender, marital status, sexual orientation, race, colour, nationality, religion, age, disability, working pattern, caring responsibilities trade union activity or political beliefs or any other grounds.

The trust has a wide range of job opportunities ranging from operational staff, including call takers to support functions including IT, Finance, HR, hospitality and estates.

All of our vacancies are advertised online via www.jobs.nhs.uk

In addition, we also have a dedicated Recruitment Team who can be contacted via: 0845 11 22 018 or crs@nwas.nhs.uk for additional advice or guidance.

www.jobs.nhs.uk
Terms and Conditions of Service
The service offers a range of excellent benefits including an excellent pension scheme, access to NHS discounts, NHS Mortgages and Childcare Vouchers.

Working hours are 37.5 per week, exclusive of meal breaks. Employees may be required to work a variety of shifts, including weekends, throughout the 24 hour period, if appropriate to the post. Because of the emergency nature of the services provided by NWAS staff may be required in the interest of patient safety to work beyond their normal finishing time.

You may be required as part of your role to work unsocial hours, an allowance will be paid to reflect this.

You will undertake an Annual Development Review and subsequently agree a Personal Development Plan with your line manager or nominated reviewer, consistent with the Knowledge and Skills Framework outline for your post as part of your continuing professional development.

Your base will be allocated as close to your home as possible, however you may be required to travel to an alternative location within a reasonable travelling distance.

The service offers a comprehensive occupational sick pay scheme, which increases with length of service.

The trust operates a strict no smoking policy, which all staff must adhere to.

<table>
<thead>
<tr>
<th>Length of service</th>
<th>Annual leave + General Public Holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td>On appointment to NHS</td>
<td>27 days + 8 days</td>
</tr>
<tr>
<td>After 5 years NHS service</td>
<td>29 days + 8 days</td>
</tr>
<tr>
<td>After 10 years NHS service</td>
<td>33 days + 8 days</td>
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Additional Information
Additional Information

**Criminal Convictions**

Having a criminal conviction, is not necessarily a bar to employment. However, as a Trust we are exempt from the Rehabilitation of Offenders Act and it is vital that you declare any spent or unspent criminal convictions, cautions, reprimands, warnings or bind-over’s on your application form regardless of when they occurred providing as much detail as possible to allow us to make an informed decision on your application.

Criminal Convictions will be considered on an individual basis. Before a decision is made, we will consider the nature of the conviction, the age of the individual at the time of offence, the length of time which has elapsed since the offense was committed and the outcome (e.g. Prison sentence, fine etc).

Failure to disclose these details on your application form will result in the withdrawal of your application from the process or dismissal if information is discovered when you are in post.

If at any point you are unsure of what information you are being asked to provide please contact the Recruitment Team.

**Qualifications and Professional Registration**

As part of the recruitment process you will be asked to produce copies of all qualifications which are relevant to the post/application.

If you do not have copies of these certificates, they can be obtained from the relevant examination board for a small fee.

If the certificates do not match those which you have declared on your original application from you will be withdrawn from the recruitment process.

If the post which you have applied for requires you to be a member of a professional body such as the HPC you will need to provide proof prior to commencing employment with the Trust.

**Penalty points on driving licence**

If you are applying for an operational post and have points on your driving licence you must clearly state this on your application form, failure to do so will result in your application being withdrawn from the process. If you have more than 3 points, you are advised to contact the Recruitment team before applying for a position to enable a decision to be made.
Driving Assessment Overview
Driving Assessment Overview

General Information
Candidates who do not hold the C1 category of driving licence will not be disadvantaged during the test, however it would be considered advantageous for applicants to gain some experience of driving a vehicle larger than a saloon car prior to the test, e.g. Transit van.

Candidates will need to present their driving license which should be valid and signed prior to taking the test, if the licence is the new type both parts will need to be produced [Card and accompanying D740 form]

Any penalty points acquired should not exceed 6.

Prior to the test
Candidates will be required to undertake an eye sight test prior to the drive by reading a licence plate from a distance of 20.5m [with glasses if worn]

Candidates will be required to complete and submit a driving assessment disclaimer document which confirms eligibility to drive a NHS Trust vehicle with consideration to health and law.

The Test itself
The driving test is not a Department of Transport [DoT] assessment although it is similar in design and will be conducted to test conditions.

The assessment criteria is to identify the potential for candidates to successfully complete a set 3 week advanced driving course with the emphasis placed upon being able to drive a vehicle under emergency response conditions whilst providing maximum safety to other road users.

Rectifiable driver faults will not held against candidates during the test unless they pose a danger to other road users.

Candidates will also be assessed on their ability to drive the vehicle in a safe and smooth manner and within the constraints of road traffic law.

The test will be conducted in an ambulance type vehicle, representative of length and width. Candidates who only hold a "B" class licence will be legally entitled to drive these vehicles.

There will be a requirement for candidates to perform a reverse manoeuvre [unassisted] in to a "coned" area simulating an ambulance garage bay.

Results and Feedback following the assessment
Candidates will be provided with the results immediately at the end of the test, this will include feedback regarding any developmental areas that will be required during the driving course or the reasons for an unsuccessful outcome.
Applicant Support

NORTH WEST AMBULANCE SERVICE

CAREERS
VACANCIES
RECRUITMENT
TRAINING

www.jobs.nhs.uk
SEARCHING AND APPLYING FOR POSITIONS
All of our Vacancies are advertised on-line via www.jobs.nhs.uk
You can also register with the site to enable you to receive email alerts when a suitable vacancy is placed.
The site is available 24 hours a day 7 days a week. Below you will find guidance on how to access the Website.

What first?
You will need an email address that you regularly access.
An email account can be created by logging on to the Internet www.msn.com into the address field and creating a hotmail account, which can be viewed at any pc with Internet access.
Think about what posts you are looking for and/or location and/or the area you are interested in working.
Make sure you have available your:-
• National Insurance Number
• Work permit details (if applicable)
• Educational Qualifications (details including dates)
• Professional Qualification (details including dates)
• Registration/Pin number (including expiry/renewal dates)

Next Log onto the internet
Log onto the Internet and type www.jobs.nhs.uk into the address field.
Go to the third tab on the home page, click on register with NHS Jobs. Complete your name, address, email address. Use a password that is easy to remember (e.g. a famous name or place). Click on create.
On the next screen enter the job title and/or location and/or salary and click search. Click on the vacancy title you are interested in and view the details using the links to the job description and person specification etc.
To apply for the vacancy answer any questions shown and click on ‘apply’ at the bottom of the screen.
In the ‘Apply For’ screen tick the declaration box after reading the terms and conditions of using the site. Use the drop down box to specify where you first saw the vacancy, then click submit.
You are now in the application form. You will need to go through entering information as prompted. Check that you have completed your application form in full.
At the bottom of the form you can either:
• Cancel and leave the application form
• Save and go back to it later.
Submit only when you are sure that you have all the details and the spelling and grammar are correct and this will be sent direct to us.
Due to the high volume of applications which we receive for our vacancies please keep checking your NHS Jobs account on a regular basis as initial correspondence will be via email.
All contact will made via your NHS Jobs account therefore it is important that you do not remove the job from your applications section and check the account regularly, otherwise you may miss the opportunity of an interview/assessment.
Short listing is completed in line with the person specification for the role. Therefore, it is important that you use the supporting information section on the application form to demonstrate how you meet each of the criteria. Failure to do so will result in your application being rejected.

Our FORWARD THINKING organisation could FAST TRACK you to real success

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Interview Overview
Interview Overview

General Information
If you are successful at short listing stage you will be asked to attend a competency based interview.

A competency interview is a style of interviewing used to evaluate a candidate’s competence, it can give valuable insights into an individual’s preferred style of working and help predict behaviours in future situations.

Prior to the interview
You will be asked questions which will require you to demonstrate that you have a particular skill or a “key competency” as detailed in the person specification. You will be asked to do this by using situational examples from your life experiences, to illustrate your personality, skill set and individual competencies to the interview panel.

You may also be asked questions which will test your knowledge of the organisation and the role which you have applied for. You may wish to visit our website and read the job description prior to attending your interview.

If you are applying for a job in a particular area of work, it is a good idea to find out as much as you can about the field. For example, look on the internet for news of recent developments.

You may wish to make sure you know how to find your way to the interview, if you are unsure you can contact the Recruitment Team for further information.

The interview itself
Your interview will last between 45 minutes and one hour (excluding any additional tests). All candidates who have applied for the role will be asked the same questions.

The interview panel will consist of a minimum of 2 people, one of which will be your line manager if you are successful.

Following the interview questions, the panel will explain the terms and conditions of the role and make a note of any sickness which you may have had over the past two years and dates of any pre-booked annual leave. You will then have the opportunity to ask any questions, it may be helpful to write these down prior to attending.

Following the interview
The panel will confirm your contact details with you and will give an indication as to when you are likely to hear of the outcome. In majority of circumstances a member of the panel will contact you to inform you of the outcome of your interview. If you are successful, a member of the recruitment team will be in touch within a week of your interview to arrange a start date and pre-employment checks.

If you have been unsuccessful, you may like to take the opportunity to receive some feedback to enhance your chances of success in the future.

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www.jobs.nhs.uk
Fitness Overview
Fitness Overview

All of our operational roles are physical demanding as you will be responsible for the safe moving and handling of both patients and equipment.

It is necessary to ensure prospective recruits have sufficient physical ability to cope with extreme work demands, as and when these occur, and to minimise both the health and injury risks known to occur within lower fitness groups when regularly engaged in hard physical work.

Therefore, it is recommend that you should start and follow a regular programme of fitness training, which should have commenced some months before applying for positions within the service to ensure your fitness levels are to the standard required.

To do this you may consider undertaking any exercise which is continuous, rhythmical and engages any large muscle groups. Activities such as walking, running, cycling, rowing, swimming, aerobics or circuit training are ideal and should be brisk and vigorous enough to leave you slightly breathless and to have broken out into a sweat.

The programme of training should be started at low intensity and gradually progressed over a period of weeks as your fitness increases. You should aim to complete 3 - 5 sessions per week at this intensity, beginning with 15 - 30 minutes and progressing to longer sessions as your fitness level increases.

You will find, as you progress, you can extend the duration of your exercise periods. Always include a gradual warm-up before vigorous exercise and a cool down after completion.

These should include gentle mobilisation of the muscles and joints and some stretches for flexibility. You may wish to mix exercise types for variety, and include some form of weight training for strength improvement.

It is suggested you consult your GP before staring any exercise programme, especially if you have not engaged in physical activity for some time, are not used to exercise, or suspect any problems (e.g. heart, joint or muscle), that may be made worse by exercise.

Do not exercise if you have, or are recovering from, colds, flu or fever. If you require specific advice about types of exercise, intensity or duration, seek the assistance of a reputable, qualified fitness trainer or health club, explaining your requirements.
Emergency Medical Technician 1 (EMT1)

BAND 4 (+ an unsociable hour’s payment up to 25%)

Job Purpose
The purpose of the EMT1 role is to assist in the delivery of high quality and effective pre-hospital clinical care and patient transportation on a 24 hour rota. You will respond to 999 emergencies, inter-hospital transfers and urgent hospital admissions.
As part of the role you may be required to work as a crew or solo, you will initiate appropriate care and effective treatment to patients in both a hospital and pre-hospital environment, selecting and applying appropriate skills and equipment safely and within the appropriate level of training, competency and scope of practice.

Training Course
6 weeks theory/practical sessions within a specific training centre.
3 weeks advanced driving which will equip you with advanced driving skills to enable you to drive under blue light and normal traffic conditions.

Entry Requirements
Minimum of 4 GCSEs (or equivalent qualifications) at Grade C or above one of which must be English, Maths or Science related.
You must hold a full and valid EU Driving License (No more than 3 endorsement points. In exceptional circumstances a maximum of 6 points may be considered).
C1 Category entitlement (C1 is not required at the application stage but must be acquired prior to commencing employment).
Physically fit-able to undertake the manual handling of patients and equipment using appropriate equipment.

Recruitment process
- Application stage
- Short listing and invite to assessments
- Assessments include-driving assessment and an interview
- Medical Clearance (including blood testing for HIV/Aids and Hepatitis
- References (covering a 3 year period)
- Criminal Records and ISA check

www.jobs.nhs.uk
Emergency Medical Technician 1 (EMT1)

Job Purpose
You will be responsible for handling 999 emergency ambulance calls from the public and delivering 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.

You will also be required to use state of the art telephony, computer aided dispatch and prioritisation systems.

You will be required 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.

Training Course
Full on the job training will be provided and an excellent career structure is available for future career progression.

Entry Requirements
Educated to GCSE standard (or equivalent qualifications).

Previous experience of working within a call centre environment would be advantageous.

Excellent keyboard and computer skills – minimum speed of 30 words per minute applicants will be tested as part of the assessment process.

Possess excellent listening skills.
Computer literate (including Microsoft packages).

Recruitment process
• Application stage
• Short listing and invite to assessments
• Assessments include-listening test, typing test and an interview
• Medical Clearance
• Reference check covering a 3 year period

www.jobs.nhs.uk
Emergency Medical Technician 1 (EMT1)

**Job Purpose**

The purpose of the ACA role is to ensure the safe transport and care of patients, between their homes and designated treatment centre based on an assessment of their clinical needs. As part of the role you maybe required to work as part of a crew or solo to transport patients safely you may also be required to administer basic first aid.

**Training Course**

2 weeks theory/practical sessions within a specific training centre.

1 week driving.

**Entry Requirements**

Proven Level of literacy and numeracy, which may have been gained through the following routes - NVQ, GNVQ, GCSE, Access or Learn Direct Course.

**Recruitment process**

- Application stage
- Short listing and invite to assessments
- Assessments include-driving assessment and an interview
- Medical Clearance
- References (covering a 3 year period)
- Criminal Records and ISA check

Previous experience in a patient care or customer support role You must hold a full and valid EU Driving License (No more than 3 endorsement points. In exceptional circumstances a maximum of 6 points may be considered).

Physically fit-able to undertake the manual handling of patients and equipment using appropriate equipment.
Qualified Paramedic - Direct University Entrant

BAND 5 (+ an unsociable hour’s payment up to 25%)

Job Purpose

As a qualified paramedic you will respond to critical emergency and urgent situations.

As part of the role you may be required to work as a crew or by yourself, you will initiate appropriate care and effective treatment to patients in both a hospital and pre-hospital environment, selecting and applying appropriate skills and equipment safely and within the appropriate level of training, competency and scope of practice.

Entry Requirements

Degree or Diploma in Paramedic Science/Practice.

Registered as a Paramedic with the HPC (Health Professions Council).

You must hold a full and valid EU Driving License with a full C1 category and no more than 3 endorsement points. (In exceptional circumstances a maximum of 6 points may be considered).

You will be required to acquire the C1 classification on your driving licence, NWAS will fund the cost of this training and reclaim the costs through salary deduction over a 12 month period.

You must be physically fit to enable you to undertake the manual handling of patients and equipment using appropriate aids.

Recruitment process

An application form needs to be requested from the Central Recruitment Team, who will send your application for short listing.

If you are short listed you will be invited to attend an interview.

If you are successful at interview you will need to attend a medical appointment during which you will be asked to provide a blood sample, to allow screening for Hepatitis C/HIV. In addition you will be required to complete an enhanced criminal records check and we will obtain a reference from your university along with any other employer which you have had during the past 3 years.

You must have obtained your HPC Paramedic registration prior to being accepted into employment.

Once all of the above pre-employment checks have been carried out, we will arrange for you to attend a 2 week corporate induction and 3 week emergency driver training course at one of our training centres, followed by a period of local induction and, where applicable, preceptorship.

www.nwas.nhs.uk  www.jobs.nhs.uk
Car Driver (Planned Care)

BAND 2

Job Purpose
The purpose of the car driver role is to transport non-emergency patients to and from their designated appointments in a safe, effective and efficient manner.

You will be responsible for checking that patients have all the necessary requirements for their appointment or discharge, including paperwork and medication if appropriate.

Training Course
Pre-course reading material will be issued in advance and must be read prior to attendance on the course. The course will be 5 days in duration followed by one day operational induction within the candidate’s allocated area. Candidates will be expected and encouraged to play an active role in all aspects of their training.

Entry Requirements
Good General level of education to a minimum of level 1 literacy and numeracy standards. This may include GCSE’s, or equivalent.

You will have a pleasant personality, a caring nature, be honest, reliable and have the ability to drive in a smooth safe manner demonstrating courtesy to passengers and other road users.

You must hold a full and valid EU Driving License no more than 3 endorsement points. (In exceptional circumstances a maximum of 6 points may be considered).

A high standard of personal appearance is required because of the need to portray a professional image.
Central Recruitment
Elm House
Belmont Grove
Liverpool L6 4EG

T: 0845 11 22 018
E: crs@nwas.nhs.uk

Useful links

Health Professions Council
http://www.hpc-uk.org

British Dyslexia Association
http://www.bdadyslexia.org.uk

North West Ambulance Service
http://www.nwas.nhs.uk

NHS Jobs
http://www.jobs.nhs.uk

NHS Careers
http://www.nhscareers.nhs.uk

Childcare Vouchers
http://www.fideliti.co.uk
http://www.childcarevouchers.co.uk

NHS Discounts
http://www.nhsdiscounts.com

NHS Mortgages
http://www.nhspropertyservices.com/
mortgage.asp

www.jobs.nhs.uk