





# Introduction

When many people hear or read about an ambulance service, they immediately think of paramedics.

But to support our ambulance services, our paramedics and the many clinicians working alongside them, a large team of people are working behind the scenes.

They include mechanics, cleaners, administrative support and call handlers to name just a few.

We cover the whole of Yorkshire and the Humber with our services and that means we are constantly looking out for people to come and join our team.

Read more about some of the many roles here at YAS and what we offer in return if you choose to come and join us.



Photo credit: Helen Byres.

## YAS at a glance



Covering the whole of **Yorkshire** and the **Humber**



Nearly **7,000** staff



Just under **1,000** volunteers

### Our main focus is to:

Receive 999 calls in our emergency operations centres



Respond to 999 calls



Provide the NHS 111 urgent medical help and advice line



Take patients to and from their hospital appointments and treatments with our non-emergency Patient Transport Service (PTS)



# A range of roles

Here is a snapshot of some of the roles here at YAS, which are all vital to keep our three services running well and providing excellent patient care. You can find out more about them on our website and in adverts for current vacancies at [www.yas.nhs.uk/join-our-team](http://www.yas.nhs.uk/join-our-team)

## Fleet Auxiliary Site/Vehicle Cleaner

Our fleet auxiliary site cleaners are responsible for the cleanliness of areas including ambulance stations, internal entrances and foyers, public and staff toilets, offices, and storerooms.

Our fleet auxiliary vehicle cleaners carry out general and 'deep cleaning' of a variety of vehicles and are responsible for keeping garage floor, wash points and other areas clean.



### Essential requirements

- Previous cleaning experience
- Good literacy and numerical skills in order to complete daily worksheets
- Ability to work individually or as part of a team
- Fleet Auxiliary Vehicle Cleaner only – Full UK driving licence, including Full C1 licence.



## Fleet Driver/Handy Person

Our fleet drivers are responsible for collecting and delivering a range of vehicles including cars, car derived vans and light commercial vehicles (LCVs) and other specialist commercial fleet vehicles. They also help keep our vehicle workshop facilities clean and ensure a safe working environment in line with relevant legislation. The role also includes administration duties.



### Essential requirements

- 5 GCSEs minimum grade 4 (grade C) or NVQ level 2 or equivalent level of knowledge acquired through courses and experience
- Significant first-hand experience of driver/handyperson duties
- Driving licence with C1/D1 categories courses and experience and a minimum of three years' experience of driving vehicles larger than a family saloon car
- Ability to work alone and deal with a number of issues in accordance with written procedures and using initiative
- Provide excellent customer service individually or as part of a team.

## Ambulance Vehicle Preparation Operative

Our Ambulance Vehicle Preparation (AVP) service makes sure our ambulance crews can access fully equipped, re-fuelled and re-stocked ambulances.

The operatives' main duties include cleaning and Infection Prevention and Control activities, checking and inspecting medical and lifting and handling equipment, restocking all the goods needed by our crews and completing vehicle checks. Other duties include stock control, re-fuelling and moving vehicles across various locations. No experience is required as full training is provided.



### Essential requirements

- Driving licence with full Category C1 entitlement, valid in the UK
- Ability to work individually or as part of a team
- Ability to work unsocial hours on a seven-day/ 24-hour shift rota system.



## Skilled Motor Vehicle Mechanic

Our skilled motor vehicle mechanics work to make sure all motor vehicle repairs and services are completed accurately, efficiently and within MOT standards. They are responsible for the servicing, repair and maintenance of all vehicles owned or operated by the Trust, including our A&E ambulances and Patient Transport Service vehicles.



### Essential requirements

- Qualified to HNC/BTEC or City & Guilds in mechanical/ electrical maintenance and repair, or able to demonstrate the equivalent level of technical knowledge and experience gained through post apprenticeship training or similar
- Full UK driving licence (including Full C1 licence)
- Ability to work alone and deal with issues by following written procedures and using initiative.

## Ambulance Care Assistant for Patient Transport Services (PTS)

Our PTS ambulance care assistants are responsible for the care and safe transportation of non-emergency patients. They make sure patients are transported to and from their appointments at hospitals, treatment centres, day units or other places of care. They drive a Trust vehicle, usually an ambulance, and move and handle patients on stretchers and in wheelchairs.



### Essential requirements

- Minimum three GCSEs grade 4 (grade C) or above/NVQ level 2 qualification or equivalent experience
- Self-disciplined and able to work on own initiative
- Full driving licence.



**Mark Spedding is an Ambulance Care Assistant for our Patient Transport Service.**

I love my job. We move patients from their homes to hospital or other clinical environments. We see all ages – my youngest patient was nine months old and the eldest was 102. We always put the patient first.

## ICT service desk analyst and administration support

Our ICT service desk is the first point of contact for colleagues who need ICT support via telephone, email, our self-service portal and face-to-face. They receive and accurately log service desk calls and provide initial troubleshooting and resolution of calls, before referring more complex issues to other colleagues in the ICT team.



### Essential requirements

- GCSEs in Maths and English or equivalent
- Effective communication and customer facing skills with strong organisational and administrative skills
- Good knowledge of Windows, Active Directory, Exchange and Office, support knowledge of hardware peripherals, including network and local printers and knowledge of MS Teams or other video conferencing systems
- Experience of specifying, configuring and managing a variety of IT hardware and software
- Experience of working on a Service Desk.

## PTS Call Handler

Our call handlers for the Patient Transport Service are the first point of contact for both patients and healthcare professionals making transport booking arrangements.

The majority of the role is speaking to patients, their carers and healthcare professionals who are looking to arrange journeys to and from healthcare settings, then accurately recording the information into our booking system.



### Essential requirements

- Educated to GCSE minimum grade 4 (grade C) in English Language or NVQ Level 2 and/or able to demonstrate the equivalent level of experience
- Experience working in a patient/customer focused environment
- Excellent written and verbal communication skills.



## NHS 111 Health Advisor

Our health advisors for our NHS 111 service are the first point of contact for patients, patients' relatives and healthcare professionals when they call for urgent medical advice. By using NHS Pathways software to record patient details and basic clinical information, they assess their condition and ensure they are directed to the most appropriate healthcare professional or service.



### Essential requirements

- Minimum of three GCSEs at grade 4 (grade C) or above equivalent including English
- Ability to use a computer and other related technology
- Customer service skills.

## 999 Call Handler

Our call handlers within the Emergency Operations Centre (EOC) are the first point of contact for healthcare professionals who need to make transport booking arrangements. They receive and deal with enquiries and requests for support and information from other areas of our organisation.



### Essential requirements

- Educated to GCSE level grade 4 (grade C) or above in English Language or NVQ Level 2 and/or able to demonstrate the equivalent level of experience
- Customer service experience.

## 999 Emergency Call Handler

Working in our Emergency Operations Centre (EOC), our EOC emergency call handlers are the first point of communication with patients, patients' relatives, healthcare professionals and other emergency services when they call 999 for an emergency ambulance. They ensure patients get the help they need.



### Essential requirements

- Minimum of five GCSEs or equivalent grade 4 (grade C) or above including English, or an NVQ Level 3 in a relevant subject, or significant experience in customer service or admin roles
- Customer service experience.



**Anisah Mahmood is an emergency call handler in our Emergency Operations Centre.**

We take the calls when people ring 999. This covers a whole variety of things from babies being born to cardiac arrests, road traffic accidents and everything in between, as well as calls from healthcare professionals and other emergency services.

Our role is to find out what is happening, take the address details and then triage, which determines the severity of their condition while remaining calm and professional. This ensures patients get the right help that they need.





## Emergency Care Assistant (ECA)

Our emergency care assistants provide pre-hospital care to patients, usually alongside a paramedic. They respond to a wide variety of situations including medical emergencies, patient transfers between hospitals and urgent hospital admissions. They drive a range of Trust vehicles, in both emergency and non-emergency conditions, to ensure the timely transport of patients.

Our emergency care assistants can go on to develop their career to paramedic and beyond thanks to the YAS career pathway.



### Essential requirements

- Five GCSEs at grades 9 to 4 (A\* to C), or equivalent, including English and Maths, for an advanced apprenticeship
- Full UK driving licence, including entitlement to drive vehicles in category C1\*. (\*The Trust may support with the funding of this but please check vacancy details for more information.)
- Experience of dealing with the general public
- Good verbal, listening and written communication skills.

Please note – these are only brief summaries of roles and for full details and essential requirements, you will need to look at the job descriptions for vacancies in more detail.

[www.yas.nhs.uk/join-our-team/current-vacancies](http://www.yas.nhs.uk/join-our-team/current-vacancies)

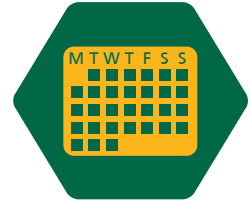
# Benefits of working with us



**PAY:** The NHS offers a fair pay structure.



**UNSOCIAL HOURS' PAYMENTS:** Some of our roles attract unsocial hours' payments, depending on the role and hours worked/rota patterns.



**ANNUAL LEAVE:** You will have a minimum 27 days' holiday each year (including general and public holidays), which increases with service.



**PENSION:** You will automatically become a member of the NHS Pension Scheme, one of the most generous and comprehensive in the UK.



**FLEXIBLE WORKING:** We are committed to helping staff improve their working lives and balance their responsibilities at work and home.



**TRAINING:** On-going training and development is encouraged for all staff.



**REVIEWS AND SUPPORT:** Our staff have personal development reviews with their line manager or supervisor every year to ensure they have all the support they need.



**CAR LEASE SCHEME:** This is available for staff who are required to travel as part of their normal employment with the Trust.



**CYCLE TO WORK SCHEME:** A salary sacrifice cycle-to-work scheme to encourage you to take the healthy and environmentally friendly option and save money.



**DISCOUNT SCHEMES:** You will have access to NHS discounts, which offer NHS employees a whole range of money-saving deals.



# Apprenticeships

If you join us as an apprentice, you will be able to work alongside experienced staff and gain knowledge, skills and experience in your chosen role. You will earn a wage and receive holiday pay and be given the time needed to study for your role and to gain nationally recognised qualifications.

The roles we offer are varied and include:

- Support services' apprenticeships, covering a wide and varied range of jobs which are vital to keeping YAS going 365 days a year.
- Clinical apprenticeships, where you will have direct contact with patients and be involved in their examination and treatment.

Our apprenticeships are not only a great way to learn while you earn, they are also a step towards an exciting career with us.

Detailed entry requirements are available on the job description for any current vacancies. You can find out more at [www.yas.nhs.uk/join-our-team/apprenticeships](http://www.yas.nhs.uk/join-our-team/apprenticeships)

# Volunteer with us

All our volunteers are a valuable part of the Yorkshire Ambulance Service family and many volunteers have gone on to become future employees. Nearly 1,000 volunteers support our work to deliver high quality care and we have dedicated teams to support them.

Our non-emergency Patient Transport Service (PTS) helps thousands of people reach their medical appointments each week. They are supported by our dedicated network of volunteer drivers, who are an invaluable part of our service. Our volunteer drivers use their own vehicles to help with the transportation of patients to and from hospital appointments.

Our Community First Responder (CFR) scheme is a life-saving partnership with local communities. Our CFRs are trained to provide life-saving treatment to patients in the vital first few minutes of an emergency until our ambulance crew arrives.

To find out more visit [www.yas.nhs.uk/get-involved](http://www.yas.nhs.uk/get-involved)



**Andy Hunter is our ancillary service department manager and is a keen supporter of apprenticeships after completing one in 2014.**

I joined the Trust in 2011 as a weekend premises cleaner for 15 hours per week and then joined the vehicle decontamination team, working through week nights.

My NVQ Level 2 Cleaning and Support Services' Apprenticeship took 12 months and included time at Barnsley College studying.

I would definitely recommend apprenticeships to others – we want people to learn and develop and we actively encourage them to do this.



# How to find out more

Check out our latest vacancies:

<https://www.yas.nhs.uk/join-our-team/current-vacancies/>

Contact our friendly recruitment team for more information. Email: [yas.recruitment@nhs.net](mailto:yas.recruitment@nhs.net)

Good luck  
and we hope  
to see you  
soon!

## Our strategy

You can find out more about our ambitions and priorities for our patients, staff and communities at [www.yas.nhs.uk/about-us/our-strategy](http://www.yas.nhs.uk/about-us/our-strategy)

### Our values



### Our networks

