



# Join our team



Discover  
a range of  
opportunities at  
Yorkshire Ambulance  
Service

[www.yas.nhs.uk](http://www.yas.nhs.uk)



# Introduction

When people hear or read about Yorkshire Ambulance Service (YAS), they immediately think of paramedics. However, a large team of staff and volunteers work behind the scenes to support our paramedics and the many clinicians operating alongside them. They include emergency call handlers, community first responders, Patient Transport Service drivers, mechanics, cleaners, and a range of administrative and support service roles from IT to finance.

We cover the whole of Yorkshire and the Humber and we are always looking out for people to join our team. Our award-winning apprenticeships also open doors to exciting careers within YAS, whilst volunteering offers an opportunity to gain knowledge, skills and experience.

Read on to find out more about the many roles at YAS, including what we offer if you join us.



Photo credit: Helen Byres.

## YAS at a glance



Covering **Yorkshire** and the **Humber** spanning 2.9m acres. Serving a population of over 5m.



**7,000**  
staff



**1,000**  
volunteers

### Our main focus is to:

Receive 999 calls in our emergency operations centres in Wakefield and York



Respond to 999 calls



Provide the NHS 111 urgent medical help and advice line operating from Wakefield and Rotherham



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



# A range of roles

Here's a snapshot of some of the roles we have at YAS, which are all vital to keep our services running well and ensure we provide excellent patient care.

More information and details of current vacancies can be found on our website on the Join Our Team page, visit [www.yas.nhs.uk](http://www.yas.nhs.uk) or scan the QR code.



## Heroes in headsets

### 999 Emergency Call Handler

Working in our Emergency Operations Centres (EOCs) in Wakefield or York, our 999 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 Language, or an NVQ Level 3 in a relevant subject, or significant experience in customer service or administrative roles.



## 999 Ambulance Dispatcher

Dispatchers are responsible for the co-ordination and deployment of all Accident and Emergency ambulance resources to meet the demands of the service and to ensure we get help to patients as soon as possible.



**Billy Hepton is a 999 ambulance dispatcher.**

I really enjoy the 'birds-eye view' and logistics of dispatch. You get a very broad view of the service from seeing the emergencies coming in on the system to coordinating the right response for the patient on the ground.



### Essential requirements

- HNC, vocational qualifications Level 4 or Foundation Degree, HND or equivalent level of knowledge and experience
- A minimum of 3 years' experience working within a busy call centre environment or complex operational area
- Excellent written and verbal communication skills
- Ability to deal with an unpredictable workload ensuring key priorities and deadlines are met through effective time-management
- Ability to manage in demanding situations and make sound decisions.



## Patient Transport Service Call Handler

Call handlers for our Patient Transport Service are the first point of contact for both patients and healthcare professionals making transport bookings. The role involves 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 or able to demonstrate equivalent level of experience
- Experience working in a patient/customer-focused environment
- Excellent written and verbal communication skills.

## NHS 111 Health Advisor

Health advisors at our NHS 111 call centres in Wakefield and Rotherham 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.



**Aqeelah Iqbal is a health advisor.**

I have been a health advisor for nearly eight years. I enjoy my job as every shift is different and every patient requires a different level of care. Staff are friendly and supportive and it's a nice place to work, with lots of areas of progression.



### Essential requirements

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



# Out on the road

## Ambulance Care Assistant

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



### Essential requirements

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

## Paramedic

As a fully qualified paramedic (see p10 for our pathway to paramedic apprenticeship routes) you will often be the first healthcare professional to arrive on scene at emergency and non-emergency medical incidents and as a paramedic it will be your responsibility to treat and transport patients.

Paramedics have various progression routes into specialist roles such as specialist paramedic urgent care, specialist paramedic critical care and specialist paramedic mental health.



### Essential requirements

- Fully qualified and HCPC registered paramedic with degree or equivalent
- Full driving licence including category C1/D1
- Ability to manage in demanding situations and make sound decisions
- Good verbal and written communication skills
- Basic IT skills.



## Support Services

We have various roles in support service departments like fleet, information, communication and technology (ICT), finance and many more.



We also have various jobs in our fleet department including mechanics who ensure motor vehicle repairs and services are completed accurately, and drivers who get our vehicles to where they need to be and ensure our vehicle workshop facilities are clean and safe.

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. Meanwhile our Ambulance Vehicle Preparation (AVP) service makes sure our ambulances are restocked and fully equipped and re-fuelled before they go back out on the road after each shift.

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. Our finance and procurement teams provide support to colleagues in managing their budgets and ensuring we are spending our resources wisely to provide the best value for money for patients and staff.





# Apprenticeships

Join us as an apprentice and take your first step into a fantastic career with YAS, whether that's in a clinical or non-clinical role.



## Becoming a Paramedic through an apprenticeship

Clinical apprenticeships offer a hands-on route to becoming a paramedic.

There are three core apprenticeships that make up the pathway to paramedic, starting the journey as a Level 3 Ambulance Support Worker apprentice. Upon successful completion you will be an Associate Ambulance Practitioner, which is a role you may choose to remain in, or after two years' on-the-road operational experience, you can progress along the pathway by completing a Level 4 Associate Ambulance Practitioner apprenticeship and finally completing the Level 6 Paramedic Degree apprenticeship.

Clinical apprentices work closely with experienced colleagues, offering direct contact with patients and you will be involved in their examination and treatment. You will earn a wage and receive holiday pay and be given the time needed to study for your role to gain nationally recognised qualifications.

# Pathway to Paramedic

## Step one

### Ambulance Support Worker Apprenticeship

Our ambulance support workers (ASW) provide pre-hospital care to patients, usually alongside a paramedic. They respond to a variety of situations including medical emergencies, patient transfers between hospitals and urgent hospital admissions.

Joe Magson (pictured) is completing an Ambulance Support Worker Apprenticeship. He said: "I have chosen to do an apprenticeship because there's various progression routes."



### Essential requirements

- Three GCSEs at grade 4 (grade C) or above including Maths and English Language or functional skills at academic Level 2
- Full UK driving licence (with no more than three penalty points)
- Support can be offered to obtain a category C1 licence throughout the application stage.

After completing the Level 3 apprenticeship, staff can choose to remain in an Associate Ambulance Practitioner role, or progress onto the next steps in the career path.

## Step two

### Associate Ambulance Practitioner Apprenticeship

Megan Hayes (right) is completing an Associate Ambulance Practitioner Apprenticeship. She said: "I have chosen to do the apprenticeship as I feel it's more accessible than going to full-time University and I get to work whilst I'm learning."



## Step three

### Level 6 Paramedic Degree Apprenticeship

This is the last stage of the apprenticeship route to becoming a paramedic. The apprenticeship is delivered by our partner universities, so you'll visit campus for university sessions alongside other students and complete a series of clinical placements. At the end, you'll hold a paramedic degree and be able to register as a newly qualified paramedic.



# Support Services Apprenticeships

Non-clinical apprenticeships are in departments such as finance, business planning, Patient Transport Service, administrative and reception services, ICT, learning and development, estates, operational support – and many more.

Patient Transport Service Call Handler Grace Fennell completed a Customer Service Level 2 Apprenticeship in Patient Transport Reservations.



She said: “I decided to do this apprenticeship rather than going to college because I knew I could gain experience, meet new people and start my career as well as earning my own money.

“In future, I am interested in becoming a PTS Ambulance Care Assistant so I can help and support patients face-to-face, and I’m potentially looking into the paramedic apprenticeship route.”

Fae Clements (pictured right) completed a Business Administrator Apprenticeship in 2023.

She said: “I 100% recommend this course, and any apprenticeship, as it allows you to learn whilst doing your day-to-day work.”



To find out more visit the Apprenticeships page under Join our Team on our website, [www.yas.nhs.uk](http://www.yas.nhs.uk) or scan the QR code.





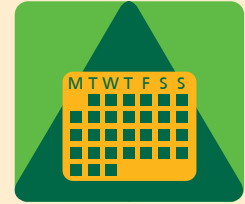
# Benefits of working with us



**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 appraisals 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.



**WELLBEING SUPPORT:** Excellent wellbeing and support arrangements, including access to occupational health, counselling services, physiotherapy plus more.



## Why not volunteer with us? You never know where it might lead!



We are extremely proud to be supported by almost 1,000 volunteers who offer their time to help patients, our staff and our communities. Our volunteers come from all walks of life and volunteering allows them to gain experience, learn new skills and keep active.

Many of our volunteers have become paid employees at YAS or have benefited from enhanced work prospects elsewhere.

Community First Responder (CFR) volunteers respond to emergency 999 calls within their local community. As a CFR volunteer, you are trained to attend certain types of emergencies within your local community, often providing life-saving treatment and support to patients before our ambulance crew arrives.

Patient Transport Service (PTS) volunteers use their own vehicle to transport patients to their healthcare appointments.

Critical Friends Network (CFN) volunteers have experience of using the ambulance service, directly or indirectly, and offer their support, opinions, and ideas to influence service developments and improvements.

Find out more about our exciting plans to further develop volunteering opportunities at YAS, the amazing impact volunteers make and current volunteering vacancies by visiting the Volunteer With Us page on our website, [www.yas.nhs.uk](http://www.yas.nhs.uk) or scan the QR code.



# Join us on our exciting journey

Our vision for our 2024-09 strategy is clear:



We fully recognise the benefits of staff networks to both our staff and the wider organisation. At YAS we have the following networks: Women & Allies' Network, Disability Support Network, Race Equality Network (REN), Lesbian, Gay, Bisexual and Transgender (LGBT) Network Pride@YAS and the Armed Forces Network.



# How to find out more

Check out our latest vacancies by visiting the Join Our Team page on our website, **[www.yas.nhs.uk](http://www.yas.nhs.uk)** or scan the QR code.

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



If you don't match all the qualifications for a job role but you are still interested in working at YAS, then contact our Recruitment Team for a chat about your relevant experience and we can advise you on the opportunities available.

