



Secure Ambulance Care Assistant

Job Description

SSGL Medical are recruiting additional mental health transport staff to meet our very busy demand, and meet the needs of our service users. If you are caring and passionate about high standards, we'd love to hear from you.

This very unique job is for a **FULL-TIME, PERMANENT** position with us, **working on-call 5 days per week**, with 2 weekends off a month (you might finish occasionally up till 0800 on your last day having worked overnight).

Ensure you are prepared that this role is not for set shifts, but working on-call from your first day on, right through to the 5th day.

PLEASE READ THIS ADVERT VERY CAREFULLY BEFORE SUBMITTING YOUR APPLICATION. We have carefully created this advert to be as detailed as possible, making it longer than average, in addition to being very forthcoming about the more difficult aspects of the role.

Before continuing, please ensure you meet these initial requirements, which are explained in much more detail later:

- Prior professional experience dealing with the public, or within a relatable role such as secure care or healthcare.
- You are based in South Yorkshire or West Yorkshire and are **LESS THAN 30 minutes from the S72 postcode** even in rush hour traffic.
- You are comfortable working on-call from home across 24-hour periods on 5 days of the week (with protected rest after a certain number of hours out on the road).
- You are comfortable working unpredictable, spontaneous, and unsocial hours - **this job will definitely involve working overnight.**
- You are comfortable being on the road 12-16 hours once activated, with the potential to be called in at ANY time of the day or night while on-call during



your 24 hours on. (You will get a mandatory 11-hour stand-down period after working more than 12 hours once you're back at base.)

- You are comfortable with the role initially starting as **self-employed**. (We take care of this for you and provide a guaranteed wage, covered in detail below.)
- You are able to be mentally and physically prepared for very long and potentially challenging journeys, supported by your colleagues.
- You hold a **full UK manual driving licence** with no more than 6 points, and no non-speeding driving convictions, having driven for 12+ months.
- You are **twenty-one or over** for our vehicle policy cover.
- You have read the below advert carefully.

About Secure Solutions Group Limited (SSGL):

It's difficult to get across in a job advert the culture we adopt, but SSGL is a close family of staff that is welcoming to new colleagues joining our family. We work closely together and are closely supported by personable management who take a genuine interest in ensuring staff welfare and wellbeing are looked after.

Secure Solutions Group Limited (or SSGL for short) is an award-winning CQC-regulated independent ambulance service based in Barnsley, South Yorkshire, providing medical transport to numerous NHS Trusts and private sector partners across the UK. We have been rated 'Good' by our regulator and you can view our very successful report on our website. We're an SME (small-to-medium enterprise) operating 10-20 regular staff, across 8 or so vehicles.

We started as a Partnership in 2012 providing training delivery, event medical services, and staffed vehicles on behalf of NHS Blood and Transplant, later expanding to a CQC-regulated Limited Company, providing a wide range of Patient Transport Services, ultimately arriving where we are today as one of the leading Secure Transport providers in the UK. Our vision is to innovate patient transport services, thinking outside of the box to make our family of staff happy in their work and our service users and clients happy with the service and its delivery. At the



forefront, SSGL has built a solid reputation for the quality of care, compassion, and support that we offer every service user ensuring we go that extra mile too.

We have been awarded 'The Most Innovative Independent Ambulance Service - Yorkshire' for three years running. We are also an Equal Opportunities and Living Wage Employer to show our commitment to our staff.

SSGL, in its role as a supplier of secure patient transport services, offers a tailored service assisting service users with mental health issues to hospitals, or transfers between hospitals, at what can often be very vulnerable times in their lives, whilst meeting their transport needs. Your work and life experience make a world of difference, which is what makes our services unique. We are looking for individuals who can align themselves with our vision.

Job Type / Category:

We are looking for staff, which we call Secure Ambulance Care Assistants, to work within our secure transport services. It is called 'secure transport' as the service users we transport, can often be detained under the Mental Health Act, and we, therefore, have a duty of care to ensure they are safe and 'secure' during transport. We want our new staff to enjoy the spontaneous nature of getting called out, and that no two days (or people we transport) will ever be the same. The role, although unique, is built on the foundation of standard Patient Transport Services (PTS), and will indeed involve some standard PTS tasks on occasions. We are looking for highly motivated individuals to expand our team of professionals to service multiple clients across the UK from our South Yorkshire base.

The role of an Ambulance Care Assistant within the world of secure transport is to provide quality transition and transport for individuals during their conveyance. If you are a compassionate, caring individual we would like to hear from you.

We have great rates of pay, in addition to a genuinely rewarding role with progression opportunities, and a friendly, welcoming team behind you. Joining our family will see you enjoying a rewarding career with a great wage.



You will work 4 days on retainer, with the 5th day as a fully-paid overtime shift as a benefit. You are paid a full-time wage in exchange for being available to work up to just 35 hours per week in total, with any hours over this paid as overtime. We are a very busy service.

Roles and Responsibilities:

Day-to-day you will collect and drop off service users with mental health issues all across the country, with support from your colleagues. You will use your people skills to make vulnerable service users feel safe enough to travel with you. This could be from the service user's house to a hospital, from hospital to hospital, or even hospital to appointments. No two days are the same.

Here is how it works. When you get called out, you will rapidly leave your home to our base to collect an ambulance and meet with colleagues for the job. You will then make your way to the collection address, while the lead for the job goes through the risk assessment you would have been sent. Upon collection, you'll receive an additional handover from a clinician, introduce yourself to your service user, and transport them like you would your own family member to their delivery point. This could be a local 2 hour job, but equally could be a 10-hour round trip to London. From job to job you will generally take it in turns to drive and be in the back sitting with the service user, depending on who builds the best rapport with them. During the journey, like most of us would, service users typically use their devices to keep entertained and most engage in conversation. Once the service user is dropped off, we go to the next job, or back to our base and then home to be back on standby, or to rest if we've been out all day or night. **Due to the training you're provided, and the mentorship you get on the road, the vast majority of our transfers could be mistaken for a simple taxi journey. They are always compassionate and caring, calm, and panic-free.**

At the start of each journey, a vehicle check needs to be performed at our base, in addition to checking all equipment is ready for use. You will also be involved in transport of those with limited mobility, including use of wheelchairs, stretchers, carry

chairs, manual handling equipment, and standard ambulance vehicles - training for all of which will be provided. Since this is Secure Transport, everything needs to be documented so there is quite a lot of paperwork to complete digitally for each journey but this is shared between the team.

An example of duties included are:

- Responding from your home to our base whilst on-call in a timely manner, typically within 10 minutes from being activated.
- Driving to and from destinations in a standard B-category vehicle, such as a response car, small minibus, or non-emergency ambulance-type vehicle such as a Renault Master.
- Sitting with service users during journeys to ensure both they and your colleagues are safe and feel supported.
- Determining the comfort of service users by engaging with them and building up a rapport.
- Liaising with professionals to receive and provide detailed handovers and to develop your own dynamic risk assessment prior to and during each and every journey.
- Updating patient and company specific records, such as completing a general summary of the transport, entering arrival and departure times, and documenting that cleaning has taken place.
- Taking personal responsibility for high standards of cleanliness and following all guidelines set by infection control policy.
- Carrying out daily checks of vehicle, and the reporting of any vehicle/equipment defects.
- Always maintaining strict confidentiality of patient information and SSGL company information.
- Working effectively with colleagues in order to achieve the desired outcome that promotes the well-being of service users.
- Ensuring dignity and privacy and that individual needs are met.
- Performing duties as expected of an Ambulance Care Assistant within a Patient Transport Service.

Required Specifications:

The most important thing for us is that you are right for the job and are joining us for the right reason. However, we do need to ensure all applicants have the ability to carry out expected duties, including driving, performing first aid, and competent handling of mental health patients, although additional and supportive training is provided regardless of your background. Here is what we are looking for from you:

- *Preferably have professional experience within secure care (including prison service), mental health, support work, care work (including patient transport), military, security, or emergency services.*
- **MUST live in South or West Yorkshire**, WELL UNDER 30 minutes from the S72 postcode (including taking into account heavy rush hour traffic), to ensure you get to base in a timely manner.
- **MUST have a Full UK Manual Driving Licence** with a minimum of 1 year's driving experience, no more than 6 points, and no non-speeding driving convictions.
- **MUST be looking to commit** to a permanent position, as we are seeking those willing to provide long-term commitment, and a minimum of 6 months.
- Comfortable that this role will start as self-employed but with guaranteed income, as discussed further below in detail (we can assist you with this).
- Confident and comfortable with driving a variety of standard B licence vehicles across the UK, including PTS ambulances.
- A flexible individual, available and comfortable to work any hour of the day or night during your week, bearing in mind you might finish occasionally on the morning of your last day, having worked overnight.
- Have, or be willing for us to perform, an Enhanced DBS check.
- Have a valid First Aid at Work qualification issued within the last 3 years, or be willing to receive the training.
- **You must** be able to get well rested when you're not being called out. This is because your first call within your 24-hour period might not come in until late. How do you cope when you're tired?

- **You must** have the ability to remain calm under pressure and be focused and competent in supporting those in distress with the training provided, but also be aware of your own limitations and seek support where necessary.
- Physically fit and able to handle the physical intervention (PI) we sometimes need to use, according to the training provided. (You will be provided full accredited training to ensure all parties are safe if PI is required.)
- Maturity, being able to use your own initiative and having plenty of common sense.
- Excellent communication skills with superb customer service and patient skills.
- Show initiative and be able to work without direct supervision, but also work well within a cohesive team.
- Commitment to providing a high standard of service and to meeting the needs of the individuals in our care.
- Willing and able to undertake all training relevant to the job role. (Classroom, practical and e-learning will be provided.)
- Able to keep company property safe, including the vehicle and its contents.
- Happy with the financial viability of the pay outlined below, particularly bearing in mind the current climate.

Benefits:

- 2 weekends off a month (if desired, and still available as overtime).
- A great and fixed rate of pay, with no 'on the job' expenses to consider.
- Fully paid for any overtime.
- A very rewarding and genuinely important role.
- You will be on-call from the comfort of your own home, meaning family time/home comforts and an improved work/life balance.
- An excellent flexible rota system that allows at least 2 days off in a row, while still earning a full-time wage, AND having a fantastic work/life balance.
- Overtime is available.
- A fully serviced, fuelled, and clean vehicle provided for the work.



- A well-managed, reputable, and reliable company with an impressive work history.
- A Living Wage and Equal Opportunities employer.
- A professional and comfortable uniform and NHS partner ID card.
- You are paid base-to-base, not just during the actual job.
- Free access to mandatory training and ongoing career development opportunities.
- Regular supervision sessions and annual appraisals.

Compensation:

- In exchange for your working week, working up to 35 hours per week in total, you will receive a guaranteed **minimum** of;
- £24,380.00 per annum / £2,031.67 per month for five days being "on call" per week.
- If you work over 30 hours in your first 4 days (averaged out over the month) it is classed as overtime - with your 5th day classed as **guaranteed overtime** if you work over 5 hours, and you are fully paid for any overtime at an hourly rate above the UK Living Wage.
- **This means you will earn in excess of £2,000.00 per month.**
- Paid monthly, with advances available for your first month.
- Ample overtime is available.
- You will receive an excellent standard of training free of charge in exchange for committing to your new role for at least 6 months.

Your welfare is important to us, so it is important that this position is financially viable for you without the necessity for overtime or another job, taking into account the current climate. Please consider if the pay is sufficient for your circumstances before applying. We can support you with this at the interview stage if desired.

Please note that this role is initially a self-employed role, meaning we pay you all of your earnings without tax deductions. We've done this simply because, as a small company, it takes up many hours of our time registering staff as PAYE, only for

them to not see out the probationary period. Whereas self-employment doesn't need any initial or immediate attention from you to get started. If you've never worked self-employed, don't be put off as it has many, many benefits including not paying tax on your own car, fuel, spending, and much more. You are still given the **guaranteed wage mentioned above**, provided with uniform and equipment, and company vehicle for journeys with a fuel card so have no work-related expenses. We even have in-house advice to help you sort self-employment matters like tax returns all for you at no cost at all, and we can speak about this in detail later on. This is one of many benefits you have working with us.

The Application Process / What Next:

- Apply below with your CV, answering the basic questions, and leaving a covering note to confirm you've read this advert in detail.
- If you meet the criteria, we will call you within 7 days to discuss the role and answer any questions you have.
- You will then be invited to complete a brief 'shortlisting questionnaire' to get to know you better.
- If shortlisted, you will be invited to interview.

We are looking to recruit immediately. We will firstly shortlist applications that meet our criteria. If you have been shortlisted, you will be given an informal phone call to discuss the role in more detail, answer any initial questions you might have, and will be invited to complete a brief shortlisting questionnaire. If you are not chosen for shortlisting, you should automatically be notified by the system within 10 working days. You are welcome to contact us for an update if you do not hear within 10 working days.

From here we will invite you to interview to discuss the specific details and get to know you better. If successful, we will invite you to an assessment and introduction session to give you a realistic idea of the role and see your problem-solving skills in action.



Successful candidates then go through our compliance stages, including completing an application and providing various documentation. Once completed, you will be provided nationally recognised and award-winning internal training, including topics such as Mental Health First Aid, Physical Intervention, Prevention and Management of Violence and Aggression (PMVA), and Basic Life Support (BLS) to ensure you're confident and competent to conduct the role. After successful assessment, you will be placed on paid induction shifts with a buddy. The training week, if you are successful, will be compensated through paid time off in lieu once you are out on the road.

To apply, simply click 'apply', confirm some basic criteria, and leave a cover note to confirm you have read and met the requirements in addition to carefully answering the questions. It is essential that you answer all questions as well as completing a cover note. We will then be in touch with you. Please note: if you do not answer all questions in detail, we will not consider your application.

Finally from our management team:

“Thank you for taking the time to carefully read this advert. We appreciate this is longer than usual, but it's important you have as much honest information as possible, so you can be confident with who you're considering working with as it's as important we're right for you, as it is that you're right for us. This is definitely mentally and physically draining, and it's only fair we let you know this now to try to put the wrong people off at this stage. An example of being drained would be waking up naturally at 08:00, but not getting an activation call until 23:00 that day JUST as you're about to fall asleep after a long day of getting bits done at home. How are you going to feel being given a job from Manchester to London, and how would any family or pets feel being without you overnight and potentially for 12-14 hours, sleeping all day, then out again after 11-hours rest? This is a very good example of what we mean by draining, and why it's important you're the type of person to be able to get as much rest as possible between jobs. Of course, we're driving home the negative points, but clearly, the pros well outweigh the cons in many ways and



the right person will enjoy working with our family. If you're dedicated and have read to this point, we look forward to your application."

PLEASE LEAVE A COVER NOTE (WHERE PERMITTED) TO CONFIRM YOU HAVE CONSIDERED THIS ADVERT CAREFULLY, AND THEN ANSWER THE QUESTIONS FULLY. THANK YOU IN ADVANCE.

**The Equality Act 2010 allows for an employer to recruit workers of a particular gender for jobs where there is an 'occupational requirement' . Schedule 9 Part 1 of the Equality Act 2010 is the work exception which describes these Genuine Occupational Requirements. We require a minimum level of male and female colleagues to work within the service due to the requirement to perform searches, work with people who may have trauma history relating to a specific gender, or work within facilities that involve contact with sex offenders who are not permitted close contact with specific genders. We are an equal opportunity employer.*

Please note that this role is subject to our Safer Recruitment processes, including various Due Diligence checks before we engage you in regulated activities. This includes, but not limited to: verifying previous employment history, checks on criminal history through an Enhanced DBS Check, and Adults' and Children's Barred List checks. Driver checks, and a driving assessment are also part of our onboarding process. Please ensure you provide truthful and accurate information in your application, if you do not, this information may be shared with relevant authorities. Your information will be processed and stored in accordance with our GDPR Policy. Disclaimer: The information within this document and its content were designed to be correct at the time of publishing, but may contain errors. SSGL reserves the right to amend the information contained within it at any time and without notice. This document and its contents is not designed to offer or insinuate any guarantees.