Joining
North East Ambulance Service
NHS Foundation Trust
An inclusive organisation

Unmatched quality of care, every time we touch lives.
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What we do

North East Ambulance Service NHS Foundation Trust (NEAS) employs more than 3,000 staff. It covers 3,200 square miles across the North East region, serving a population of 2.7 million people by handling all NHS111 and 999 calls for the region, operating patient transport and ambulance response services, delivering training for communities and commercial audiences and providing medical support cover at events.

Why work for us?

Looking after people is what the ambulance service does best. This applies to our employees and volunteers as much as our patients.

The ambulance service is more than just 999. No matter which part of the organisation you are part of, all employees and volunteers have an important role to play in providing safe, effective and responsive care for all.

We value and respect the diversity of our employees and volunteers, and aim to recruit a workforce which represents the communities we serve. We are proud of our status as a Stonewall top 100 employer, which saw us named the top health and social care in the UK in 2018, and in 2017 we were assessed as a Disability Confident Employer. We have also signed up to the Strengthened Workforce Race Equality Standard, ensuring black, Asian, and minority ethnic people feel welcome and supported in our organisation.

We welcome applications irrespective of people’s race, disability, gender or gender identity, ethnicity, sexual orientation, religion or belief, age, marriage and civil partnership, pregnancy and maternity.

It’s a fast paced exciting environment to work in and the job satisfaction can be immense.
Pay and Benefits

• Competitive salaries in line with NHS Agenda for Change
• 27 days holiday on joining (increasing with service)
• Pension
• Interest free travel pass
• Access to Occupational Health, counselling support services and many positive health schemes
• Staff recognition and long service awards
• Flexible working

After 12 months service:
• Discounted car lease scheme for permanent employees
• Cycle to Work Scheme

Investing in our employees

Our employees are our biggest investment.

Irrespective of the role you take within North East Ambulance Service, you will be offered the opportunity to access training and development in order to help you realise your potential and progress within your chosen career.

Continuous Professional Development (CPD) opportunities are available as part of your performance review to help ensure you are able to perform professionally and at the highest standard possible, with the right values and behaviours to best serve our patients.

How to apply

Our live jobs are listed at www.jobs.nhs.uk

For more information and further support please visit www.neas.nhs.uk
A career as a paramedic with NEAS is an exciting and rewarding journey.

No two days are the same. Not every day will be spent making life saving interventions but every call you deal with is vitally important to our patients. One minute you might be using your clinical skills and experience to offer lifesaving help to a seriously ill patient, the next you could be reassuring an elderly patient who has fallen over.

You will play a key role in ensuring NEAS provides the very best level of service to each patient, treating them with the dignity and respect they deserve and making a difference to their lives on a daily basis.

**It is essential for you to have:**
- BSC Hons or equivalent in Paramedic Science
- HCPC registration
- Full current driving license, valid in the UK and desirable for it to cover category C1 vehicles with no more than three penalty points
- Able to meet the requirements of the knowledge and skills framework
Clinical care assistant

Clinical care assistants support paramedics and advanced technicians in responding to 999 and urgent calls.

The ability to communicate effectively and establish relationships with patients, their relatives, hospital staff, GPs and emergency services is key.

As well as providing care and carrying out patient assessments, and providing first aid and basic life support skills where appropriate, you will use advanced driving skills under blue light and normal traffic conditions to respond to calls. You will also be required to undertake daily vehicle inspections, reporting any defects and restocking items.

It is essential for you to have:

- Five GCSEs at grade C or equivalent / NVQ level 2 or higher level qualification or significant relevant work experience for example working in a healthcare environment.
- Full current driving license, valid in the UK and covering C1 category vehicles or provisional C1 with medical entitlement with no more than three penalty points.
- Must be prepared to undertake and successfully complete an emergency ‘blue light’ driver training course.
Ambulance care assistant

Working in our Scheduled Care service can be an excellent way to begin your journey with us.

You will be required to care for the needs of various non-emergency, walking, wheelchair and stretcher patients whilst providing ambulance transportation to NHS hospital/treatment centres.

You will have a caring disposition and be passionate about patient care, with good communication and people skills.

It is essential for you to have:

- Three GCSEs at grade C or above or equivalents
- Full current driving license, valid in the UK and desirable for it to cover category C1 vehicles with no more than three penalty points
- Previous customer care experience or working in a caring capacity.
Ambulance care assistant apprentice

An apprenticeship within Scheduled Care is a great way to start your career in the ambulance service.

You will spend a year in a customer service role, working with mentors and experienced staff, transporting patients with varying needs to hospital appointments, completing inter hospital transfers, hospital discharges and palliative care transport.

You will gain a Level 2 certificate in Healthcare Service Support as well as interview skills training and the opportunity to gain your C1 qualification on your driving license, which will enable you to work in an operational role.

It is essential for you to have:
• Full UK driving license, held for a minimum of 12 months and with no more than three penalty points.

Please note:
• Please note you will not be eligible for this position if you have already obtained a Level 2 certificate in Healthcare Service Support.
Our Emergency Operations Centre is the hub for urgent and emergency calls throughout the North East.

As well as call operators, we employ a range of clinicians with varying skill mixes within our Clinical Assessment Service to help direct patients to the most appropriate service, which may not always be an emergency department or even hospital.

OUR CALL OPERATORS ANSWER OVER 1 MILLION EMERGENCY 999 AND NHS111 CALLS EVERY YEAR
Call operator

Working from one of our Emergency Operations Centres in Newburn and Hebburn, our call operators are the first point of contact with patients, answering the region’s 999 and NHS111 calls 24 hours a day, 365 days of the year.

This is not your average call centre. Whilst not every call you deal with will be a life threatening emergency, you will need to utilise excellent communication, questioning and problem solving skills, using our medical assessment tool to assess patient need and provide the relevant level of medical care and assistance required.

It is essential for you to have:
- Five GCSEs at grade C or above or equivalents
- OR Proven experience of call handling in an extremely busy customer service area or contact centre environment.
Emergency Operations Centre

Emergency Operations Centre clinician

Our clinicians work directly alongside non-clinical call operators, providing advice and support within the Emergency Operations Centre.

You will use your extensive professional judgement and experience, communication and questioning skills during telephone consultations, whilst acting as a role model to colleagues, to contribute to the overall performance of the Emergency Operations Centre, always with patient care at the centre.

Out of hours sessional GP advisors

Our GPs provide clinical leadership to our teams of nurses, paramedics and advanced practitioners, predominantly out of hours.

Providing enhanced clinical assessment via telephone triage to patients who have contacted NHS111, you will promote self-care, and/or facilitate onward referral to a range of primary and secondary care services.
It isn’t just our operational employees who ensure our patients receive a first class service. There are a number of support functions working behind the scenes that ensure NEAS is able to deliver ‘safe effective and responsive care for all’.

Our headquarters is based in Newcastle, but we have many other support functions based around the region to ensure that NEAS has all of the guidance, expertise and resources we need to serve patients on a daily basis.

These functions include, amongst others:

- Finance and Procurement
- IT
- HR, recruitment, training and development
- PR and communications
- Administration
Support services

Support service apprentices

We offer apprenticeships in a wide range of our support services.

As a support service apprentice, you will work alongside experienced staff and gain job specific skills whilst studying towards a related qualification.

You can apply if you are aged 16 or over, live in England and you are not in full time education.

More information about all of our roles are available on the careers section of our website.

It is essential for you to have:

- Maths and English GCSE at grade C or above or equivalent
- European Computer Driving License (ECDL)
- Computer Literacy and Information Technology (CLAIT)
Joining the ambulance service as a volunteer provides you with the opportunity to:
- Support your local community
- Learn new skills
- Enhance your CV

There are a number of volunteering opportunities open to people from all backgrounds at NEAS.

"I can be a friendly face until the arrival of an ambulance crew with skills someone might need for me to save their life.

When you become a community first responder you become part of a team, working together alongside emergency care crews to help people who live in your local area.

It's helping me but it's also helping my community and that's a big thing for me.

Ian Garrett
Electrical technician
Easington and Peterlee"
Community first responders

Our community first responders (CFRs) are volunteers who are trained to respond to emergency calls within their local area on behalf of NEAS.

The first few minutes after some incidents occur are crucial to the chances of a patient’s recovery. Our CFRs are dispatched by our Emergency Operations Centre and provide support to patients and their relatives until the arrival of the ambulance crew.

They deal with a specific list of emergencies, such as breathing difficulties and respiratory arrest, chest pain, heart attack and cardiac arrest.

Many CFRs have also gone on to start a career with the ambulance service; some even continue to volunteer whilst working for us.

To find out more about becoming a first responder, please email firstresponder@neas.nhs.uk or call 0191 430 2037.
Ambulance Car Service drivers

Our Ambulance Car Service (ACS) drivers are volunteers who use their own vehicles to assist in transporting patients to and from hospital appointments and clinics.

Although we ask you to volunteer your time, you will be reimbursed for your mileage.

Some of our volunteers enjoy it so much they have stayed with us for over 20 years; others have gone on to secure permanent jobs within the NHS.

To find out more about becoming an ACS driver, please email acs@neas.nhs.uk or call 0191 430 2037.
Volunteer porters

Every day our crews transport thousands of patients to scheduled hospital appointments. Our volunteer porters play a crucial role in meeting those patients at hospital entrances, where crews hand over patients and convey them to their point of clinical care.

By volunteering as a porter, you will be contributing to the patient care we provide, whilst meeting new people and gaining experience of working within an NHS environment.

Although we ask you to volunteer your time, we can offer you out of pocket travel expenses.

To find out more about becoming a volunteer porter, please email porters@neas.nhs.uk or call 0191 430 2037.
Governors

Our governors are elected to the Council of Governors by members of their constituency.

As a governor, your role is to act as the bridge between the Trust and the community you serve. You also have the potential to have a significant impact on how the Trust is managed.

You will:
• Be invited to attend at least four Council of Governors meetings per year (minimum attendance is two meetings per year)
• Be consulted on plans for changes to the health service locally
• Be consulted about any areas of special interest that you have
• Be prepared to meet with and speak to members in your constituency or organisation to hear their views
• Receive user friendly information to keep you up to date with the work of the Trust
• Appoint the chair and non-executive directors of the Trust and approve the appointment of the chief executive

To find out more about becoming a governor, please email governors@neas.nhs.uk or call 0191 430 2000.
By becoming a member of North East Ambulance Service NHS Foundation Trust, you can have a greater say in how services are delivered and developed to meet the needs of local people.

Public members must be 16 years of age or over and will automatically join their local constituency:

- **North of Tyne:** Newcastle upon Tyne, Northumberland and North Tyneside
- **South of Tyne:** Gateshead, South Tyneside and Sunderland
- **Durham:** County Durham and Darlington
- **Teesside:** Hartlepool, Stockton, Middlesbrough and Redcar & Cleveland

You can choose to be as active as you wish; receive our newsletter, take part in surveys and focus groups, vote in our governor elections or even stand as a governor.

To find out more about becoming a member, please email members@neas.nhs.uk or call 0191 430 2000.
Membership form

Title  First name
Surname Date of birth
Full address Postcode
Telephone
Email
Occupation

Please indicate below how you might like to be involved as a member

☐ Consider standing for election to the council of governors
☐ Taking part in discussion groups
☐ Receiving regular information
☐ Helping with surveys
☐ Become a volunteer
☐ Attend meetings or events

Gender: ☐ Male ☐ Female ☐ Other, please specify ☐ Prefer not to say
Your faith is ☐ Prefer not to say
Do you consider yourself disabled ☐ Yes ☐ No ☐ Prefer not to say
If Yes, please specify


Please state your ethnicity

- White British
- White Irish (Traveller/Gypsy)
- White other
- White and black African
- White and Asian
- White and black Caribbean
- Other mixed background
- Bangladeshi
- Chinese
- Indian
- Pakistani
- Asian other
- Black African
- Black Caribbean
- Black other
- Arab
- Any other ethnic group
- Prefer not to say

Please select the option which best describes your sexuality

- Heterosexual
- Gay man
- Lesbian
- Bisexual
- Prefer not to say

Caring responsibilities
Do you look after, or give any help or support to family members, friends, neighbours or others because of either:

- Yes
- No
- Prefer not to say

How would you like us to contact you

Signed

Date

We are required to keep a public register of members’ name, constituency and class only. If you do not wish to be on this register, please tick here

Please return your membership form to:
Membership Office, Freepost – RLUJ-RKTY-AZGH, Ambulance Headquarters, Bernicia House, Goldcrest Way, Newburn Riverside, Newcastle upon Tyne, NE15 8NY
Support is available to access this document in a range of languages and accessible formats on request. Please telephone: 0191 430 2099, email publicrelations@neas.nhs.uk

Arabic

يتوفر الدعم للوصول إلى هذه الوثيقة بعدة لغات وتنسيقات متاحة عند الطلب. يرجى الاتصال هاتفياً بالرقم: publicrelations@neas.nhs.uk 0191 430 2099

Urdu

درخواست کرئی کی صورت میں اس دستاویز دک تک متعدد زبان میں رسالہ حاصل کرئی کے لیے تعاون اور قابل رسالہ فارمیث بر ای میل کرئی publicrelations@neas.nhs.uk دستیاب ہیں برائے مہربانی 0191 430 2099

Bengali

বিভিন্ন ভাষায় ও আর্কেস করা যায় এমন রূপে এই লখটি দেখার জন্য সহায়তা পাওয়া যায়। অনুরাগ কের টেলিফোন করুন: 0191 430 2099, ইমেল publicrelations@neas.nhs.uk

Polish

Na żądanie możemy udostępnić ten dokument w innym języku lub formacie. Prosimy o kontakt telefoniczny: 0191 430 2099, e-mail publicrelations@neas.nhs.uk

Chinese

本文件支持多种语言和格式，可按需要申领。联系方式：电话 0191 430 2099, 电子邮箱 publicrelations@neas.nhs.uk

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**How to apply**

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