



**YORKSHIRE**  
AIR AMBULANCE

Registered Charity No. 1084305



# Job Information Pack



## TECHNICAL CREW MEMBER & EMERGENCY CARE ASSISTANT

- Shift pattern working hours
- Our airbases at Nostell Priory, near Wakefield and RAF Topcliffe, near Thirsk





## Our Mission Statement:

To provide, deliver and develop with integrity, transparency and pride, state-of-the-art emergency response air ambulances for the protection of human life across Yorkshire and its environs.

# Background of Yorkshire Air Ambulance

Not everyone realises that the Yorkshire Air Ambulance relies solely on the generosity of individuals and organisations to help save lives across the region. In fact, as an independent Charity we only receive help through secondment of the paramedics from the Yorkshire Ambulance Service NHS Trust.

As a rapid response lifesaving emergency service, our air ambulances serve a population of five million people across four million acres. Our two Airbus H145 helicopters operate from Nostell Priory near Wakefield in West Yorkshire and RAF Topcliffe near Thirsk in North Yorkshire, covering the whole of Yorkshire seven days a week, 365 days per year. Flying with Night Vision Systems (commenced in the summer of 2017), extends the hours of operation from between 0600 to 2400.

Wherever the air ambulance lands at the scene of an accident, it is a maximum of 20 minutes from a Major Trauma Centre for the patient's injuries or illness.

Over 8,000 patients have been conveyed to hospital by the Yorkshire Air Ambulance since the Charity began in October 2000.

# Summary of the role:

<b>JOB TITLE</b>	Technical Crew Member (TCM) & Emergency Care Assistant (ECA).
<b>LOCATION</b>	Nostell ASU, Foulby, near Wakefield, with infrequent duties from RAF Topcliffe near Thirsk.
<b>REPORTING TO</b>	Chief Pilot.
<b>HOURS</b>	Nostell ASU: Fixed roster, with either a variable 10-hour shift to cover the operational period between 06:00 and 24:00 Monday to Friday or a 12 hour shift between 09:00 and 21:00 at the weekends.  Topcliffe ASU: 12 hour shift between 07:00 and 19:00 7 days a week.  Occasional variations to this pattern may be requested, but duty time will never be more than as permitted under the approved Flight Time Limitations (FTL) scheme.
<b>ADDITIONAL INFO</b>	Extra duties may sometimes be requested to provide cover for unforeseen sickness and holiday relief. Whenever these shifts increase work hours beyond the usual rostered Flight Duty Period per six-week period, TOIL will be granted or additional payments made.  Suitable accommodation is provided free of charge by the Charity at both air bases to manage fatigue, but it is anticipated that the successful candidate shall be willing to relocate to Yorkshire.
<b>JOB PURPOSE</b>	To carry out TCM/ECA flying duties as required by the Yorkshire Air Ambulance.

Do you want to feel as though you are helping to save lives every day? When working for YAA as a Technical Crew Member & Emergency Care Assistant that is exactly what you will be doing!

The structure of the YAA is unusual in so far as we do not have a Chief Executive. The Trustee Board consists of 10 Trustees with different skill sets and expertise that they bring to the Charity. The Chairman is Peter Sunderland MBE, DL and the Vice Chair is Brian Chapman. The Board is very commercially focussed and has a broad spectrum of skills.

Day to day running of the Charity falls under the control of departmental Directors who form our Senior Management Team (SMT). Six SMT members are responsible for the business activity departments of Fundraising, Finance, Marketing & Communications, Operations, and Aviation.

We are seeking to recruit several Technical Crew Members (TCMs) on our helicopters as part of our pre-hospital critical care service. The TCM will, under the direction of our Chief Pilot, be responsible for assisting the pilot of one of our Air Ambulance helicopters employed in the Helicopter Emergency Medical Service (HEMS) role. Your primary duty will be to sit in the LHS of the cockpit of one of our Airbus H145 helicopters and provide lookout and assistance in the cockpit both by day and by night. You will help to ensure the safety and performance of the helicopter, particularly during the take-off, approach, and landing phases by assisting the pilot in the choice of a suitable landing site and by providing assistance with checklists and procedures. Before, during and after flight, you will be accountable to the aircraft commander for the safety and conduct of passengers and patients. You



will assist the medical team as an Emergency Care Assistant (ECA) when loading and unloading the patient, stretcher, and medical equipment. You will also be asked to assist with patient care in your position as an ECA. This role is likely to involve regular exposure to patients who have suffered serious trauma, which is why previous experience as an ECA is preferable but not necessary.

Operating hours throughout the year are from 6am to midnight with a double shift at our primary airbase from Nostell Priory, near Wakefield, West Yorkshire. We also have a secondary base at RAF Topcliffe, near Thirsk which operates on a 3 on / 3 off, 12 hour shift from 7am till 7pm each day. The successful candidate will be allocated a specific home base but will be expected to work at both bases when requested. Travelling expenses will be paid when asked to work at the secondary base.

If you would like to be part of this high-profile, successful regional Charity and think that your skills and experience fit the bill for this exciting role - we look forward to hearing from you.

## **Key Responsibilities and Duties**

### **Primary Role: TCM duties in accordance with the YAA Operations Manual**

- ❖ Duties in the HEMS Technical Crew Member (TCM) role including navigation, map reading & the principles of navigation aids and annual participation in simulator training exercises;
- ❖ Use of NVIS systems including the Trakka Searchlight and Night Vision Goggles;
- ❖ Operation of radio equipment and helicopter inter-communications systems;
- ❖ Use of on-board medical equipment;
- ❖ Preparing the helicopter and specialist medical equipment for HEMS departure;
- ❖ In-flight procedures such as: instrument reading, warnings, use of normal and emergency checklists, and assistance to the pilot as required;
- ❖ Basic understanding of the helicopter type in terms of location and design of all normal and emergency systems and equipment;
- ❖ Crew cooperation and the concept of Crew Resource Management (CRM) and Human Factors;
- ❖ Response to a HEMS callout;
- ❖ Helicopter Refueling procedures;
- ❖ The selection and use of a HEMS operating site;
- ❖ Handling patients, assisting medical staff with medical equipment, first aid skills;
- ❖ Aircraft Marshalling signals;
- ❖ Make others aware of the dangers of rotors running helicopters, especially when loading patients (includes crowd control at an incident);
- ❖ Understanding the dispatch criteria and legislation for HEMS and Air Ambulance flights.
- ❖ Assistance with maintaining the base to a high standard of cleanliness and operational effectiveness under the direction of the Chief Pilot or Duty Pilot and cleaning the aircraft and its equipment in line with the current guidance.
- ❖ Required to carry out annual physical competency assessments.
- ❖ You may on occasion be required to carry out duties of a different nature either in addition to, or instead of, your normal duties. You will not be assigned duties or asked to perform services which it is believed are unreasonable or you cannot reasonably perform, or which are inconsistent with the position you hold.

### **Secondary Role: Emergency Care Assistant Duties**

- ❖ To assist a qualified practitioner in the delivery of high quality and effective clinical and personal care and the transportation of patients, selecting and applying appropriate

equipment and skills in line with the scope of practice, training prospectus and associated training.

- ❖ To carry out allocated operational duties commensurate with the role and responsibilities, supporting the provision of clinical, social and holistic care to patients in a pre-hospital environment, safely and within appropriate level of training and competency.
- ❖ Maintain a competent working knowledge of all medical and life support equipment carried on the helicopter appropriate to the required skill level and scope of practice.
- ❖ Maintain competence in assisting a qualified practitioner in the use of appropriate equipment in line with the scope of practice and associated training.
- ❖ Ensure that all procedures used within the scope of practice are consistent with and promote good infection control.
- ❖ Ensure that required equipment is stored, transported, and cared for so that they are always in good working order.
- ❖ Comply with basic scene safety checks and the associated basic risk assessments, working with the aircraft commander, other healthcare, or emergency services staff.
- ❖ Support qualified practitioners as directed, in the provision of high-quality care.
- ❖ Be flexible in attitude to meet the constantly changing nature of care and service delivery
- ❖ Be smart in appearance and courteous at all times to convey a high level of confidence to the public.
- ❖ Work with others and use available equipment to ensure the safe manual handling and movement of patients.
- ❖ Exercise high levels of courtesy and communication with patients and the public to ensure that clear information is conveyed, always maintaining patient confidentiality.
- ❖ Clean and maintain proper care of any equipment, aircraft and uniform provided by the Charity in accordance with current infection control procedures.
- ❖ Take responsibility for patients' money, valuables, and property whilst they are in the care of the Air Ambulance.
- ❖ Undertake learning to ensure that own knowledge and skills are maintained at the required level.
- ❖ Be aware of scenarios that may cause distress and discomfort whilst attending an accident/incident, whilst working with your colleagues to promote positive mental health and wellbeing, through the recognition of symptoms and utilization of trauma counselling on the unit.

Because of the nature of the work, this post is exempt from the provision (42) of the Rehabilitation of Offenders Act 1974 (Exemptions) order 1975.

## **Personal attributes required:**

### **Essential:**

- ❖ Comfortable in the Helicopter or fast-moving Low-Level Environment (air/motion sickness not being an issue).
- ❖ Physical fitness for the role will be assessed as part of the application process as this role includes lifting and walking across rough terrain carrying equipment.
- ❖ Lives in, or prepared to relocate to the Yorkshire region as travel expenses will not be paid to work base and shift pattern will mean early starts and late finishes.
- ❖ Professional & Punctual.
- ❖ Ability to digest technical information both verbally and from manuals in order to act within strict aviation & medical practices.
- ❖ Comfortable working in fast moving, decision intensive situations.
- ❖ Fluent English, driving licence, passport, right to work in the UK.

## **Desirable:**

- ❖ CAA Light Aircraft Pilot's License Medical.
- ❖ Already Qualified as an Emergency Care Assistant.
- ❖ Navigation or map reading skills.
- ❖ Previous experience in a similar role. (e.g. Ex-Military Helicopter Crew Member, Night Vision (NVIS) experience, Air Ambulance, Aerial Surveying, Aerial photography, Advanced first aid skills, Working in a patient or care environment).

## **Skills and Abilities:**

**Communicating with others** – Pitches communication at the right level both verbally and in writing and checks for understanding. Good listening skills. Uses information to influence others. Able to give tough messages when required. Always maintain a professional attitude and public image.

**Building Relationships** – Works well with others. Cooperates willingly with others. Able to quickly build effective relationships with all levels both internally and externally and meet the needs of the individual. Treats others with dignity and respect and able to gain the trust of others and build strong relationships with others. Promote Equality & Diversity and a non-discriminatory just culture and identify and take action when other people's behaviour undermines Equality, Diversity and the good principles of the Charity.

**Flexibility and Adaptability** - Adopts a flexible and adaptable approach, taking on board the opinions of colleagues. Recovers well from setbacks and resistance from others and remains calm under pressure and focused on the task. Encourages others to do the same.

**Making Decisions** - Anticipates issues and takes action to address underlying cause. Reaches effective decisions by gathering and analysing relevant information balancing cost, benefit, and risk implications. Considers options, weighs up pros and cons before deciding on action. Listen to comments from key stakeholders (managers, staff, etc.) and feed back to clinicians or managers as appropriate in order to develop ways in which the service can be improved.

**Delivering Results** - Accepts accountability and ownership. Ensures that they and the team deliver on time and to required standard. Has high standards and leads by examples. A good role model. Creates enthusiasm in others.

**Self-Motivated** - Works well on their own or as part of a team. Demonstrates a positive attitude. Energetic and enthusiastic. Monitor quality of own work to ensure that the required standards of performance are met.



## Additional information:

- ❖ Salary details – £25,500 and £27,000 with ECA experience.
- ❖ Mileage expenses for use of own car when travelling other than home to duty.
- ❖ Discretionary annual staff bonus scheme based on the Charity's financial performance.
- ❖ 28 days paid holiday per annum as bank holidays included in shift pattern working.
- ❖ Enhanced family leave packages, including maternity, paternity, and adoption/surrogacy.
- ❖ Regular team-building days.
- ❖ Commitment to training and personal development for all staff, including access to short online training sessions.
- ❖ Eligible to apply for a Blue Light Card, gaining discount at 100's of businesses.
- ❖ Life Assurance plus access to Employee Assistance Programme covering Financial, Mental and Physical Wellbeing.
- ❖ Contributory pension scheme (contributions matched by the Charity up to 8% and annual pensions advice).
- ❖ Life Assurance/Death in Service provided by YAA.
- ❖ Confirmation in post subject to completion of a successful 6-month probationary period.
- ❖ The successful applicants will be subject to a full Disclosure and Barring (DBS) check.

**Closing date for this role is: Friday 22<sup>nd</sup> July 2022 at 12 noon**





# Application process:

## **To apply for this position:**

- ✓ Provide a CV and covering letter stating how you match the requirements of the role and why you are applying.
- ✓ Complete the Equal Opportunities form (*optional*)

Please email your CV and covering letter to us by sending it to:  
[recruitment@yaa.org.uk](mailto:recruitment@yaa.org.uk).

Interviews will take place at Nostell ASU, Doncaster Road, Foulby, Wakefield, WF4 1PY before the end of July 2022 (TBC).

Start date – we are looking to introduce a phased start date with the first 4 successful candidates starting on 1<sup>st</sup> September 2022.

If you wish to discuss the job role in more detail, please contact Steve Waudby, Director of Aviation, on 07811269466.



## **GDPR & our Recruitment Privacy Statement:**

*The Yorkshire Air Ambulance complies by law with the Data Protection Act 2018 and the EU General Data Protection Regulation. This advises you of how the Charity collects and processes your personal data. The Privacy Statement also declares how the Charity will comply with GDPR and the Data Protection Act 2018. Please ensure you download and read the Statement on our website before completing and submitting your application for employment.*





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We look forward  
to receiving your  
application

