



The Health Services Authority is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 127-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and four District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

We invite applications for the following position:

NON-EMERGENCY MEDICAL TRANSPORTATION ATTENDANT

Salary range: CI\$20,808 - CI\$27,984 per annum

The Non-Emergency Medical Transportation Attendant provides safe non-emergency medical transportation of clients by stretcher or wheelchair to their destination. The post holder will coordinate, prioritize, and complete scheduled transfers for the assigned in a professional, timely manner while keeping safety, privacy, and efficiency as top priorities.

Primary Responsibilities: The successful candidate will ensure patient safety remains paramount and that a safe work environment is adhered to regarding stretchers, carry chairs, wheelchairs, ramps, seat belts etc. Also assists with safe loading and unloading patients on and off the vehicle by operating a hydraulic wheelchair lift. He/she ensures that appropriate reaching, lifting, and handling techniques are applied as per training when moving patients under non-emergency conditions, using the proper equipment. At all times, follow standard operational procedures (SOP) set forth by the H.S.A. The candidate completes an informal and formal risk assessment to assess hazards, then implements a safe environment of work and reduce risk to yourself, patients and other persons involved. This includes operating a stretcher with a partner to safely transport the patient in the vehicle. He/she transports patients to appointments and returns them to their destinations at the appointed time in a safe manner. The candidate reports any incidents, traffic problems, accidents, or other hazards to a team lead, EMS Manager, or 911 dispatch. If medical assistance is needed, request assistance through 911. Also assists clients with first aid until EMS arrives.

Qualifications and Experience: The successful candidate must possess a valid High School Diploma/Certificate plus three (3) years minimum driving experience. A clean traffic record and valid Cayman Islands Drivers' License (minimum of Group 3) is required. The candidate should have excellent customer service, communication, problem solving, and interpersonal skills. Must be willing to work various shifts, weekends, holidays, and unsociable hours. The candidate must be physically fit to safely lift and handle equipment proficiently and effectively. Must demonstrate safe operation of the non-emergency vehicle and understand and follow infection control and safety standards. Heavy lifting will be required.

A remuneration and benefit package, commensurate with experience and qualifications will be offered to the successful candidates of these post.

NOTE: Incomplete applications will not be considered. All applicants must complete and submit an HSA Application Form, via e-mail to hsa.jobs@hsa.ky using pdf format. Log on to our website at www.hsa.ky to access Application Form and Job Description.

Application Deadline: August 4, 2024

Committed to Caring for You



Job Description

Job title	Non-Emergency Medical Transportation Attendant (NEMTA)	Job Holder	
Reports to	EMS Manager	Section	Ambulance Service

Background Information

The Cayman Islands Health Services Authority ("HSA") provides and administers health care services and public health functions for residents of the Cayman Islands in accordance with the National Strategic Plan for Health.

Services are delivered primarily through the 127-beds at the Cayman Islands Hospital (the country's principal health care facility) and the 18-beds at the Faith Hospital on Cayman Brac. Ancillary services are offered at district health centers and clinics for dental and ophthalmologic care. Residents of Little Cayman can access health care through the island's clinic, which is a purpose-built facility.

The effective and efficient function of the non-emergency medical transport service is critical for patient care coordination.

Job purpose

The post holder will provide safe non-emergency medical transportation of clients by stretcher or wheelchair to their destination. The post holder will coordinate, prioritize and complete scheduled transfers for the assigned in a professional, timely manner while keeping safety, privacy, and efficiency as top priorities.

The job purpose is to provide and maintain a caring environment for non-emergency patients and provide service as appropriate for the patient's needs.

Dimensions

- Postholder has no budgetary responsibilities.
- Postholder has no supervisory responsibilities.

Duties and responsibilities

- a. To ensure patient safety remains paramount and that a safe work environment is adhered to regarding stretchers, carry chairs, wheelchairs, ramps, seat belts etc.
- b. Assist with safe loading and unloading patients on and off the vehicle by operating a hydraulic wheelchair lift.

- c. To ensure that appropriate reaching, lifting, and handling techniques are applied as per training when moving patients under non-emergency conditions, using the proper equipment.
- d. At all times, follow standard operational procedures (SOP) set forth by the H.S.A.
- e. Complete an informal and formal risk assessment to assess hazards, then implement a safe environment of work and reduce risk to yourself, patients and other persons involved.
- f. Operate a stretcher with a partner to safely transport the patient in the vehicle.
- g. Transport patients to appointments and return them to their destinations at the appointed time in a safe manner.
- h. Report any incidents, traffic problems, accidents, or other hazards to a team lead, EMS Manager, or 911 dispatch. If medical assistance is needed, request assistance through 911. Assist clients with first aid until EMS arrives.
- i. Ensure that the transport unit is inspected and cleaned at the start of each shift.
- j. Remove and replace soiled linen and equipment where required.
- k. Report defects and deficiencies of the vehicle and equipment. Check to ensure all vehicle inventory items are current and replace used items at the end of each shift.
- l. Ensure that all communication equipment is fully charged and in working condition for ease of access.
- m. To complete all paperwork regarding the patient care transfer accurately and submit it before the end of each shift.
- n. Adhere to the Cayman Islands Traffic laws while operating the Non-Emergency Medical transport unit.
- o. Provide courteous customer service.
- p. Any related duties assigned within competency ability.
- q. Uphold the H.S.A mission and values.
- r. To continuously develop and update knowledge and skills within the job role and contribute to setting own work objectives.
- s. To take part in staff development programs and annual performance reviews and or undertake further training when required.

Qualifications, Experience & Skills Requirement

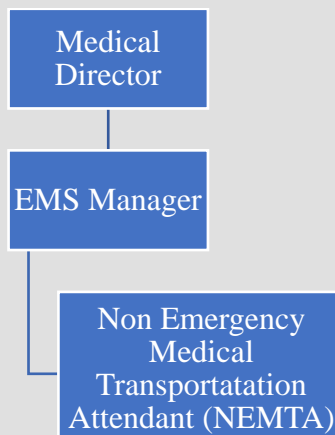
The postholder must:

- High School Diploma/Certificate
- Possess a valid Cayman Islands Drivers' License (group 3)
- Possess 3 years minimum driving experience with a clean record and excellent driving history.
- Excellent customer service skills along with excellent communication and interpersonal skills
- Be willing to work various shifts, weekends, and holidays.
- Be physically fit to lift and manipulate equipment for long hours at various hours and days of the week.
- Demonstrate safe operation of the non-emergency vehicle and understand and follow infection control and safety standards.
- Be proficient in lifting and handling.

Applicants should be:

- Prepared to undergo inhouse CPR/First Aid, obtaining vital signs (heart rate, respiration rate, blood pressure, temperature, and Oxygen saturation level) training.
- Able to demonstrate the ability to perform efficiently in high-stress situations and have exceptional time management and a strong work ethic.
- Exhibit a caring and compassionate attitude, respecting the diversity of religion, race, culture, gender, sexual orientation, and medical diagnosis.
- Possess the ability to prioritize tasks.

Reporting Relationship



Direct reports

There are no direct reports.

Other Working Relationships

- Physicians
- All nursing personnel
- EMS
- Nurse Educators
- All other clinicians
- Quality, Risk, and Safety staff

Decision Making Authority and Controls

Post holder prioritizes response to requests.

Working conditions

- Unsocial hours
- Use of Personal Protective Equipment
- Exposure to various weather conditions
- Contact with distressed patients and relatives requiring a level of emotional support.

Physical requirements

- Competing work demands.
- Long hours walking and standing.
- Physically and emotionally stressful at times.

Approved by:	
Date approved:	<i>March 2021</i>
Reviewed:	<i>SD/BR/SB 01/3/2021</i>
Next Review	
Manager's Signature:	
Date:	
Employee's Signature:	
Date:	