



Come and join us!

Join our amazing team,
serving the wonderfully diverse
and friendly English region of
Yorkshire and the Humber.

Information for
Newly Qualified Paramedics
2021/22 for roles in
Sheffield and Leeds

A yellow and green ambulance is parked in the foreground on the left side of the image. In the background, there is a building with a sign that says 'A&E' (Accident and Emergency). The sky is a mix of purple, pink, and blue, suggesting a sunset or sunrise. The overall scene is a hospital or ambulance station at dusk.

Welcome

We are delighted that you are considering a career with Yorkshire Ambulance Service (YAS) and hope the next few pages give you a real feel for the many opportunities available to you.

We work as one team here at 'YAS,' with all of us committed to providing the very best care for all our patients.

Our **One Team, Best Care** strategy places our patients and the communities they live in at the heart of our ambitions, to ensure they experience fully integrated and responsive care.

We are all dedicated to achieving excellent outcomes for patients and service users. To ensure we can achieve our ambitions, we work hard to attract and retain talented people.

We want all our colleagues to feel valued, empowered and engaged so that they can perform at their best. If you choose to join our team you will be part of an organisation that is committed to developing a positive and inclusive culture.

We listen and respond to colleagues, embracing their ideas and innovation, and work together to create a healthy environment. We ensure that they have all the skills they need through on-going education and development, and a range of opportunities, recognising that people all have different aspirations.

If this all sounds like a team you want to be part of, to thrive within and share your very best with, we'd love to hear from you.

Rod Barnes, *Chief Executive*

Nick Smith, *Executive Director of Operations*

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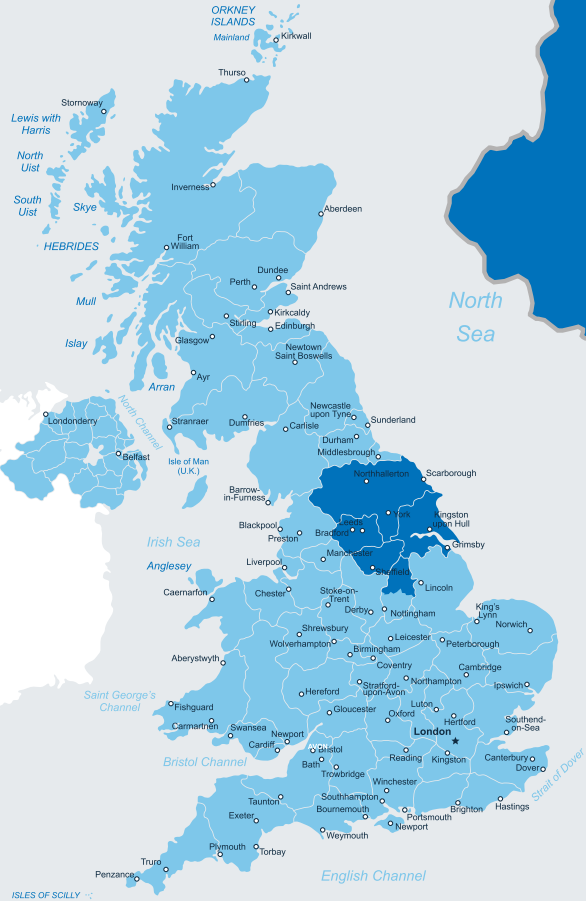
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Please note, some of the images contained in this document were taken or filmed before the COVID-19 pandemic.

LIVING AND WORKING IN YORKSHIRE AND THE HUMBER



For a quick tour of our wonderful region, you can watch this short Welcome to Yorkshire film: **Welcome to Amazing - Welcome to Yorkshire**



- The population of Yorkshire and the Humber is around 5.4 million
- The county covers nearly 12,000 square kilometres
- Yorkshire is home to three of the ten largest cities in the UK – **Leeds, Sheffield** and **Bradford**.

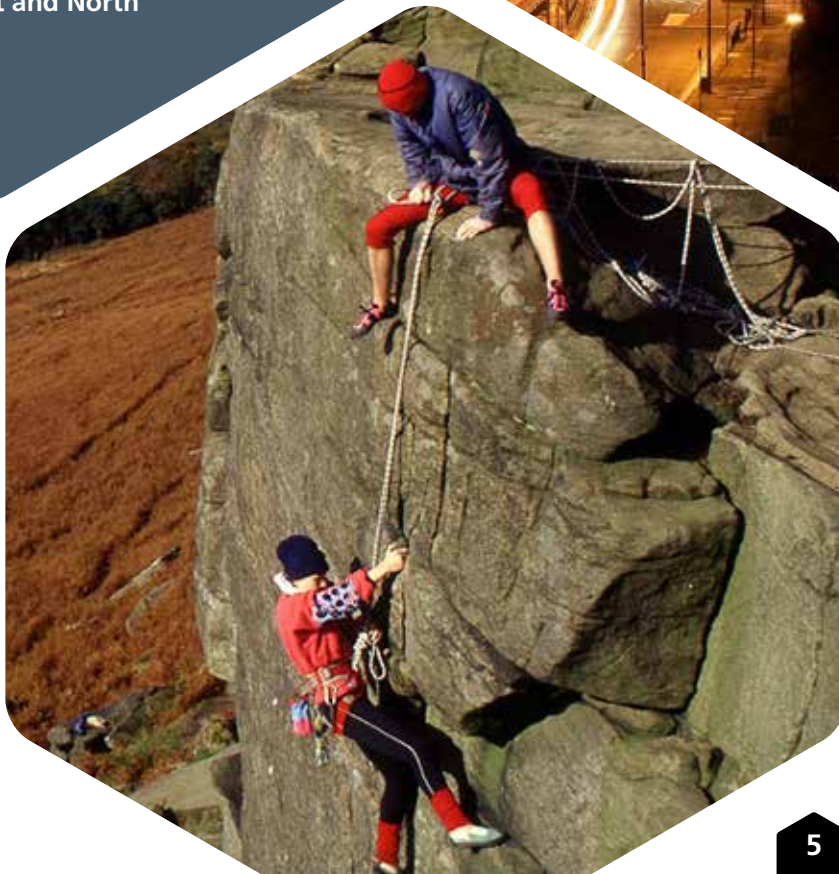
The region we serve is wonderfully diverse. Yorkshire boasts three national parks, a wild and rugged coastline and is home to three of the 10 largest cities in the UK. Whether you love the great outdoors, historical treasures or the buzz of city life – it's all on our doorstep.

The county stretches from the Pennine range of mountains and hills over to the North Sea coast and down from the River Tees to the River Humber near Hull, and then south of Sheffield.

Our region consists of four counties – West, South, East and North Yorkshire.



Images courtesy of Welcome to Yorkshire: www.yorkshire.com



West Yorkshire has amazing landscapes, busy modern cities, industrial heritage towns and pretty Pennine villages. Its largest city Leeds might be one of the biggest in the UK but it is also one of the friendliest.

It has gained a nationwide reputation for its unrivalled shopping and is well known for its nightlife, award-winning restaurants and world-class culture and art. It is home to four outstanding theatres, an arena, and is one of three cities outside London to boast an opera house and ballet company.

Leeds is proud to be a welcoming host for international sporting events, colourful carnivals, and a packed calendar of festivals and events.

Strong transport links from the city mean you can soon be exploring other areas of the UK, with both London and Edinburgh in Scotland only three hours away on the train.

To find out more about the city, you can watch this short **Welcome to Leeds** video:



South Yorkshire offers stunning scenery, cities steeped in industrial heritage and hidden market towns. Its largest city Sheffield is known as 'The Outdoor City' with green space making up almost two-thirds of its landscape. But this thriving hub is also known for its live music, sports, independent shops, theatres and nightlife.

For sports enthusiasts there's fell running, mountain biking and cycling routes, rock climbing and paddle boarding. If you love the wilderness the stunning Peak District is just minutes away from the city and a great motorway and train network means access to other parts of the UK is easy.

To find out more about the city visit:

<https://www.welcometosheffield.co.uk/visit>

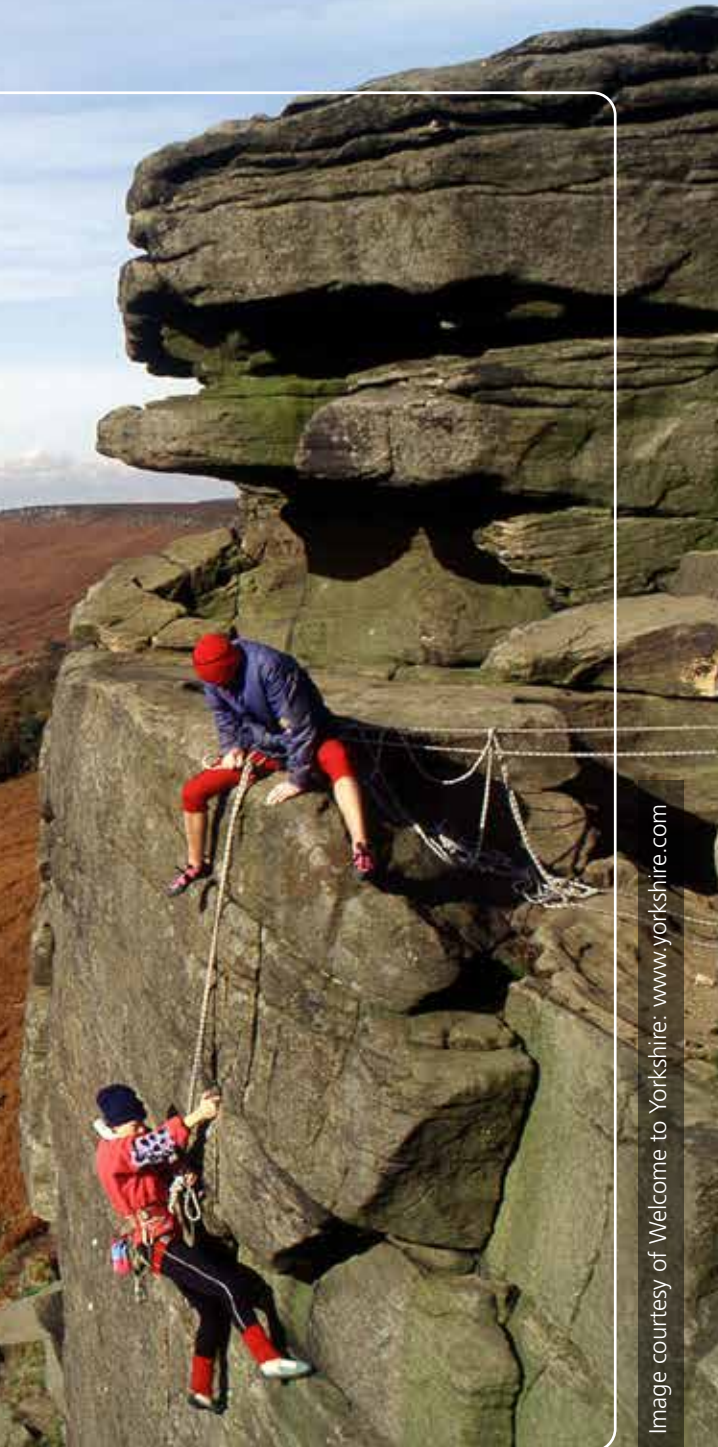


Image courtesy of Welcome to Yorkshire: www.yorkshire.com

East Yorkshire has at its centre the Yorkshire Wolds chalk hills and valleys and the Yorkshire Wolds Way, a fantastic route for exploring some of the most beautiful countryside in England.

In contrast the Humber is a commercial gateway and at its heart Hull, a large port and industrial city and the 2017 UK City of Culture. The historic market town of Beverley is north of Hull, with the famous Beverley Minster and racecourse. The coastline includes the seaside town and resort of Bridlington, with sandy beaches, promenades and harbour.



North Yorkshire is home to fishing villages including Staithes, Runswick Bay and Robin Hood's Bay and the larger family-friendly seaside towns of Whitby and Scarborough. The Yorkshire Dales and North York Moors national parks offer striking and beautiful landscapes and the county is also famous for its historic centres including York, Harrogate and Selby, as well as busy market towns, including Skipton and Northallerton.

Easy access to major airports across the north of England mean you can access low-cost flights to many European destinations when you're ready to explore further afield.

2 YAS AT A GLANCE

Yorkshire Ambulance Service NHS Trust – or YAS for short - is the region’s provider of emergency, urgent care and non-emergency patient transport services.

We work hard to ensure that patients receive the right response to their care needs as quickly as possible, wherever they live.

We employ around 6,800 staff and have more than 900 volunteers.

We provide a vital 24-hour, seven-days-a-week, emergency and urgent healthcare service.



Our main focus is to:

- Receive 999 calls in our emergency operations centres (Wakefield and York)
- Respond to 999 calls, arrange the most appropriate response to meet patients' needs and get help to patients who have serious or life-threatening injuries or illnesses as quickly as possible
- Provide the region's Integrated Urgent Care (IUC) service which includes the NHS 111 urgent medical help and advice line
- Take eligible patients to and from their hospital appointments and treatments with our non-emergency Patient Transport Service (PTS).

In addition we:

- Have a Resilience and Special Services Team (incorporating our Hazardous Area Response Team) which plans and leads our response to major and significant incidents such as those involving public transport, flooding, pandemic flu or chemical, biological, radiological or nuclear (CBRN) materials.
- Provide clinicians to work on the two helicopters operated by the Yorkshire Air Ambulance charity.
- Provide vehicles and drivers for the specialist Embrace transport service for critically ill infants and children in Yorkshire and the Humber.
- Provide clinical cover at major sporting events and music festivals.
- Provide first aid training to community groups and actively promote life support initiatives in local communities.

We work closely with our healthcare partners including:

- **Primary care**, the first point of contact for patients in the healthcare system, acting as the 'front door' to our National Health Service (NHS). Primary care includes general practice, community pharmacy, dental, and optometry services.
- **Secondary care**, which is sometimes referred to as 'hospital and community care.'
- **Tertiary care**, which refers to providers of highly specialised treatment.
- **Commissioners**, who assess and understand our population's health needs, so they can plan services, procure them and monitor delivery.

We also work with other emergency service providers and a whole range of other organisations across our region.

Watch this **short film** to find out more about the many services we provide for the people of the region.





PARAMEDIC ROLES AT A GLANCE

A range of opportunities, challenges and ways to progress your career here at YAS.

Hazardous Area Response Team (HART) members are specially trained personnel who provide the ambulance response to major incidents. The team members are equipped to safely locate, stabilise, treat and rescue casualties from dangerous environments such as collapsed buildings or crashed vehicles. They can provide emergency treatment in precarious rescue operations where patients may be trapped or in places where access is difficult, such as heights, underground or in water.





The **Yorkshire Air Ambulance** helicopters are crewed by Paramedics who have additional training in dealing with traumatic injuries, as well as consultants in emergency medicine, and can be used to take patients directly to specialist centres.

Specialist Paramedics in Urgent Care have had extended training and in addition to patient care, they also provide advice, support, guidance and development to the wider clinical workforce in relation to patients with minor illness, minor injury, chronic and complex conditions or for those who are frail, elderly or nearing the end of their life.

We also employ **Specialist Paramedics in Critical Care** who have extended skills and training in relation to patients with serious or major trauma, critical or complex acute illness and those requiring resuscitation. The next stage in this career progression is Advanced Paramedic in Urgent or Critical Care.



There are a range of management opportunities available for Paramedics including **Team Leaders**, who are responsible for their team's development, clinical performance and patient care, and **Area Operations Managers** who have more of an external focus. They work closely with key partners in their geographical area and are responsible for performance and planning.

We have a strong history of supporting research with the pharmaceutical industry, universities, and NHS partner organisations, including the National Institute for Health Research Clinical Research Network. There are part-time and full-time opportunities for **Research Paramedics**, taking part in trials recruiting patients.

Paramedics work in our **Clinical Hub** in our Emergency Operations Centre, which handles 999 emergency calls for the region. They provide peer support to colleagues on the frontline if they want to discuss patient care so that no decisions need to be taken in isolation. They also support the triage of patients calling into the centre whenever necessary.

Our Paramedics are integral to the work of the **YAS Academy**, which provides a range of learning, training and apprenticeships. Paramedics can be seconded into the Academy or make it a permanent career choice, sharing their knowledge and experience in the design, delivery and assessment of learning, ensuring our workforce are confident and competent in their roles.



To save lives and ensure everyone in our communities receives the right care, whenever and wherever they need it.



To be trusted as the best urgent and emergency care provider, with the best people and partnerships, delivering the best outcomes for patients.





One Team

- We share a common goal: to be outstanding at what we do.
- We are collaborative and inclusive.
- We celebrate success together and support each other, especially through difficult times.



Innovation

- We pioneer new ways of working.
- We are at the forefront in developing professional practices.
- We have a positive attitude and embrace challenges and opportunities.



Resilience

- We always support each other's mental and physical wellbeing.
- We have the flexibility to adapt and evolve to keep moving forward for patients.
- We remain focused and professional in the most difficult of circumstances.



Empowerment

- We take responsibility for doing the right thing, at the right time for patients and colleagues.
- We are willing to go the extra mile.
- We continuously build our capabilities through training and development.



Integrity

- We are open and honest.
- We adhere to professional standards and are accountable to our communities and each other.
- We listen, learn and act on feedback.
- We respect each other's point of view.



Compassion

- We deliver care with empathy, respect and dignity.
- We are passionate about the care of patients and their carers.
- We treat everyone fairly, recognising the benefits of living in a diverse society.
- We listen to and support each other.



"I love every minute of the job. Every day, every incident and every patient is different and that's great. The job tests me and pushes me to think on the spot and I get a real buzz from that."

"I always make sure patients have all the help and support they need and love going the extra mile for them. When we receive thanks from our patients that's a bonus. It isn't why we do it, but it does make a real difference to us."

Matondo Manzeninga,
Paramedic

More than 2,100 paramedics and student paramedics work across our region in a variety of settings and in many different roles. One thing we can guarantee if you join YAS is a whole world of opportunities.

We are proud of the many different ways our paramedics can progress their careers, in recognition of the fact that people have varied interests and aspirations.

We are also proud of our Team Based Working which means you will be part of a local team, with all the clinical leadership and support you need, and of course, that important sense of belonging.



Adrian Fell,
Advanced Paramedic for Critical Care

"The ambulance service became my work home some 15 years ago. Since my very first day when I arrived at the large bustling station in the middle of Leeds, I have never looked back. Fifteen years later I still call Leeds Ambulance Station my work home, but it has changed somewhat from my initial role as an Emergency Medical Technician.

My role as an Advanced Paramedic for Critical Care within the Trust is that of a strategic clinician. This provides a huge amount of variety to my working day and week. Predominantly my time is spent supporting and developing a cadre of Specialist Paramedics in Critical Care who are on a programme of learning and development within the service and in conjunction with one of the region's universities.

When not directly supporting my team, I can be found supporting the wider Trust with the development of clinical practice, clinical guidelines and working with external stakeholders to develop and improve our critical care services for the patients we serve. Along with this I still practise clinically on a regular basis and have the privilege of working all over the county of Yorkshire. It involves dealing with very different emergencies and high acuity work in the rural countryside and in the busy metropolises, be this via a rapid response vehicle (RRV) or our county's Helicopter Emergency Medical Service (HEMS). There are a lot of themes in my role, but certainly there are never two days the same. Fifteen years ago was that first day as a trainee at Leeds Ambulance Station - opportunity favours the brave!"

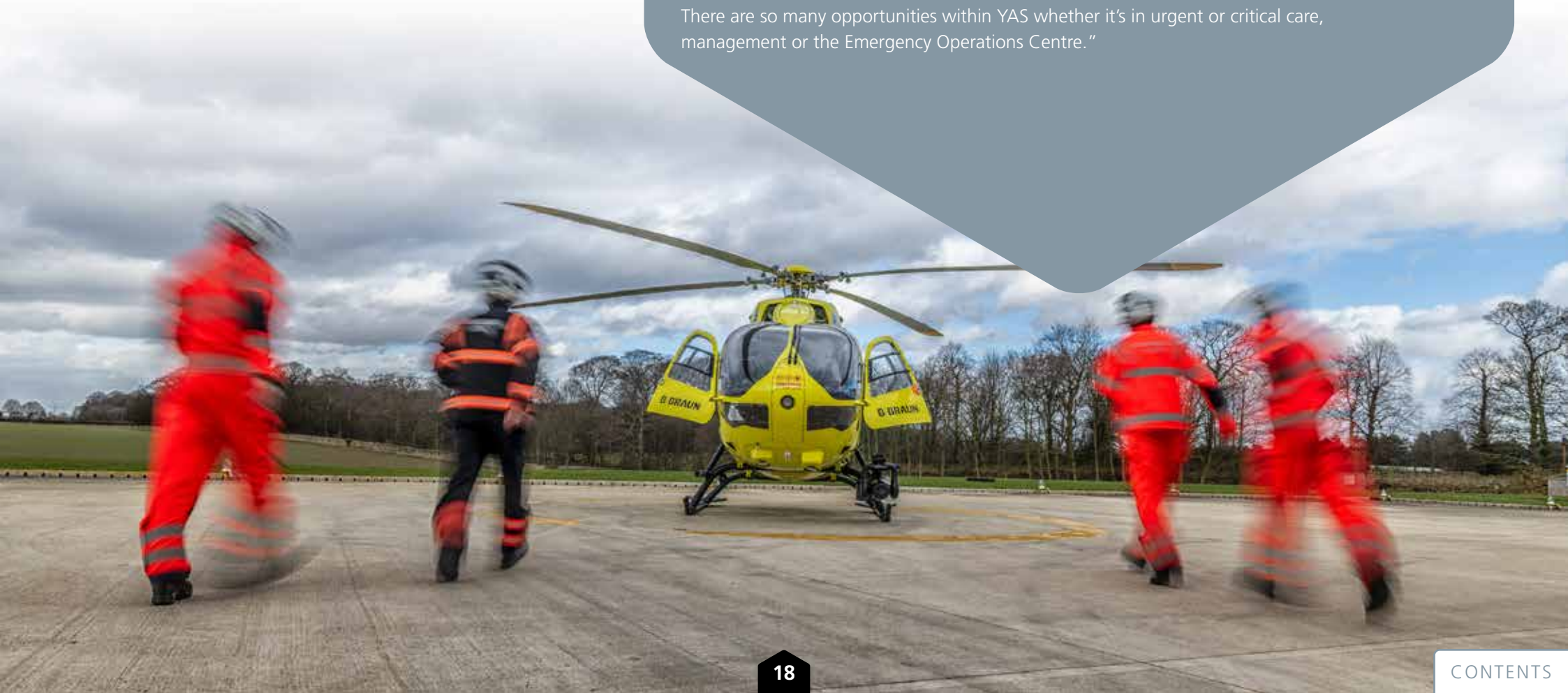


Georgina Godfrey,
Helicopter Emergency Medical
Service Paramedic with Yorkshire
Air Ambulance

“Originally I started working life as a dental nurse, following in my family’s footsteps. However, a year later I decided to pursue a medical career, an ambition which derived from a serious fall I had when I was younger, after being inspired by the ambulance crew that helped me.

I studied to become a Paramedic at university. My placements were with Yorkshire Ambulance Service. Everyone, from my mentor to crew mates and management, was friendly and encouraged me through my studies. I knew when I qualified that I wanted to work for YAS. I joined as a Paramedic in 2012 working on an ambulance and later, on a rapid response vehicle. I have worked as a Clinical Supervisor and now a Specialist Paramedic in Critical Care. I carry extended scope drugs and equipment to be able to deliver critical care to our service users who are most severely unwell. I am currently on secondment to Yorkshire Air Ambulance where I am working as a Helicopter Emergency Medical Service Paramedic. I work alongside some amazing doctors and pilots and get to see beautiful Yorkshire from the air!

There are so many opportunities within YAS whether it’s in urgent or critical care, management or the Emergency Operations Centre.”





Ikhlaq Hussain,
Specialist Paramedic

“Both myself and my brother Shazaad commenced our work with Yorkshire Ambulance Service in 2002 and 2000 respectively. Prior to joining YAS we were both taxi drivers at a local company. We both initially worked for YAS as patient transport service drivers, which mainly involved transporting patients to and from hospitals/clinics for their routine appointments, physiotherapy, rehabilitation and dialysis. Within a couple of years, Shazaad progressed and became an Emergency Medical Technician on the accident and emergency side of YAS. He then completed his Paramedic training alongside studying Medicine at the University of Leeds. Currently Shazaad works as a Family Physician in Canada.

I progressed onto the emergency side in 2010 as an assistant practitioner/emergency care assistant. I completed my Paramedic studies in 2016 and currently I work as an Aspirant Specialist Paramedic, which involves working solo on a rapid response vehicle to provide emergency and urgent care.

As brothers we would have never imagined that our sons would also make their careers within YAS. Shazaad’s son Umar started with YAS as a patient transport service driver and shortly after, he completed his Paramedic course. He now works as a full-time Paramedic with YAS. My son Ameer started his journey with YAS as an NHS 111 call handler. He then progressed to become an emergency care assistant and shortly after completed his associate ambulance practitioner course. Ameer is due to start his Paramedic degree next year. The career progression opportunities within YAS are many. There are a diverse range of roles to meet the challenges associated with providing excellent clinical care to a large diverse demographic.”



Simon Froggatt,
Advanced Paramedic
Urgent Care and our
Paramedic Ambassador

“I joined YAS in 2010 and have been here ever since, originally growing up in Nottingham. I am now an adopted Yorkshireman and love everything the region has to offer. I have held various roles from Paramedic to Emergency Care Practitioner and recently commenced a brand-new role in YAS as an Advanced Paramedic in Urgent Care. The biggest part of my role is to strengthen the local clinical leadership structure, supporting the development of Specialist Paramedics in Urgent Care through their additional education and training programmes. The role is varied and interesting and it allows me to undertake a mixture of activities. I get to understand the real problems and challenges by listening and engaging with our clinicians, patients and communities. I can then use this to inform and develop policies and pathways which directly impact on improving patient care.

I am a passionate clinician and still enjoy treating and helping our patients and communities in Yorkshire. Medical patients with multiple comorbidities, a medication list as long as your arm, and a vague list of seemingly unrelated symptoms really interest me. Even in my undergraduate studies it was always the complexity of medical scenarios and urgent care that grabbed my interest. The Trust is supporting a model of rotational working for our Specialist Paramedics in Urgent Care with them spending 50% of their clinical time with a GP surgery and 50% back with the Trust; this really helps with developing their clinical skills and knowledge, but also brings variety and increased job satisfaction. The Trust is really looking to embed specialist and advanced practice within the organisation, aligning our training and education to national frameworks and ensuring we have parity with other healthcare professions in specialist and advanced practice.
It is a really exciting time to join us!”



Elisha Miller,
Research Paramedic

"My career in the pre-hospital ambulance service environment started in 2009 when I was an urgent call taker in the Emergency Operations Centre at YAS. This temporary role involved taking phone calls from GPs, District Nurses and NHS hospital trusts who have deemed that their patient requires hospital admission or transfer from hospital to an alternative destination such as a care facility or a hospice. My role was to arrange the appropriate emergency or urgent ambulance transport.

I did this for nine months before I decided that I wished to see the other side of the ambulance service. I was interested in the patient assessment and hospital handover aspects. I applied to Coventry University and was accepted on their Student Paramedic Foundation Degree programme which I completed in 2013. I then commenced employment with West Midlands Ambulance Service as a Paramedic.

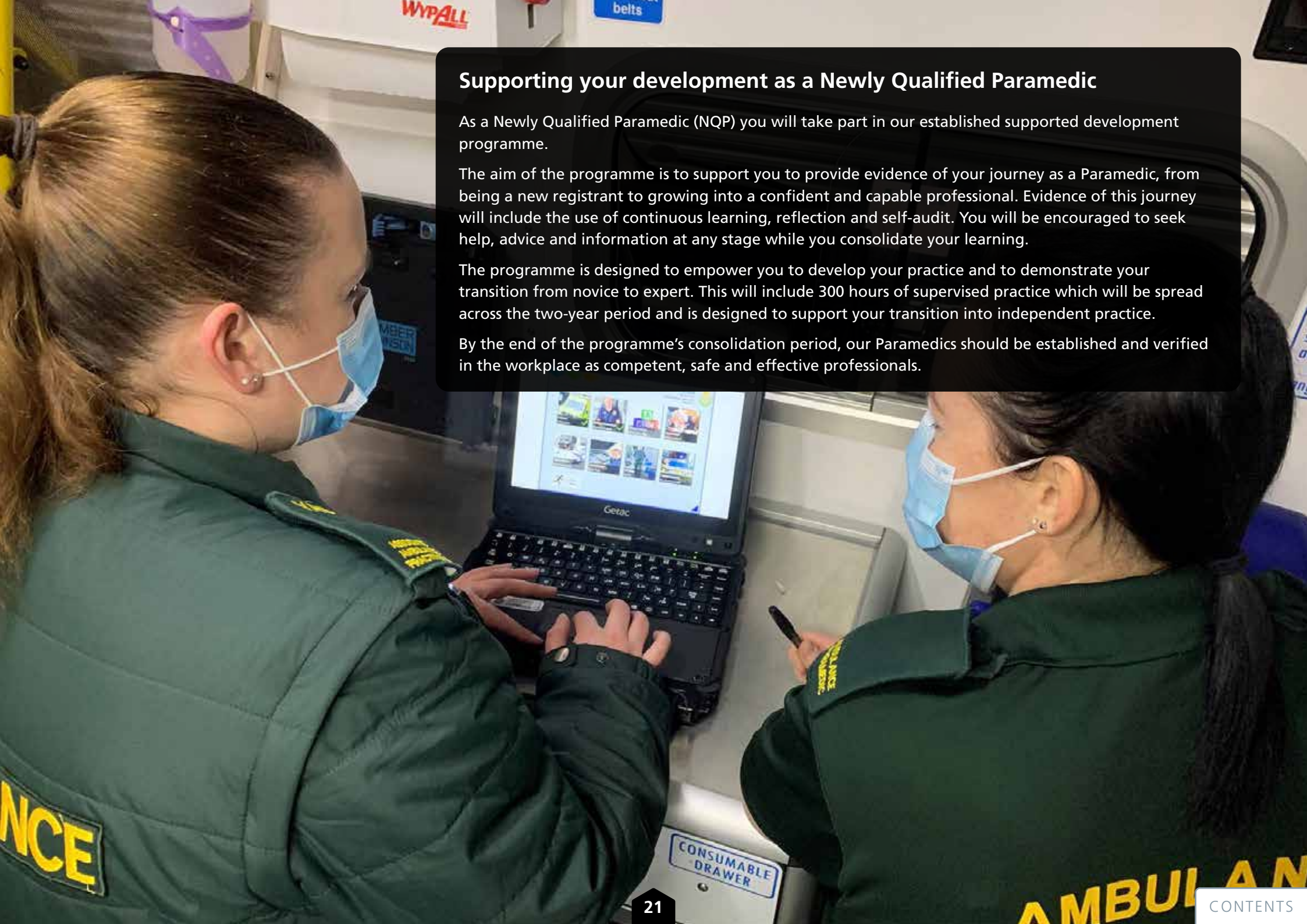
As I am originally from Yorkshire, I decided that I wished to return to my home county and recommenced employment with YAS in 2016 at Leeds Ambulance Station. I am now a Research Paramedic which means that my role involves the auditing of investigational study drugs, designing and carrying out training for Paramedics involved in our upcoming studies, liaising with trial managers, Clinical Trials Units and other ambulance services, ensuring compliance with good clinical practice and research guidelines, presenting research findings at conferences and supporting both BSc and MSc students with the required ethical approvals to enable them to carry out their university work. I have been able to complete my own MSc with my dissertation project focusing on burnout within emergency ambulance service staff. I have been a research paramedic for two years now and a qualified paramedic for eight. Time flies when you're having fun!"



Carl Betts,
Aspirant Specialist Paramedic and
Quality Improvement Advisor

"I am a dual role member of staff working as an Aspirant Specialist Paramedic in Urgent Care and Quality Improvement Advisor. This allows me to remain in a clinical setting but also offers me key input and integration into the improvement team. I think it is a healthy balance being in a dual role and appreciate the Trust seeing the benefit that this offers both to me and the organisation.

Working in Yorkshire as a Paramedic is hugely variable from the busy, bustling urbanisations to the very rural areas. The nature of incidents I attend is very varied and the colleagues who I work with are supportive - when you need them you know the 'green family' will be there for you. I am proud and privileged to work at YAS."



Supporting your development as a Newly Qualified Paramedic

As a Newly Qualified Paramedic (NQP) you will take part in our established supported development programme.

The aim of the programme is to support you to provide evidence of your journey as a Paramedic, from being a new registrant to growing into a confident and capable professional. Evidence of this journey will include the use of continuous learning, reflection and self-audit. You will be encouraged to seek help, advice and information at any stage while you consolidate your learning.

The programme is designed to empower you to develop your practice and to demonstrate your transition from novice to expert. This will include 300 hours of supervised practice which will be spread across the two-year period and is designed to support your transition into independent practice.

By the end of the programme's consolidation period, our Paramedics should be established and verified in the workplace as competent, safe and effective professionals.

Physical Competency Assessments (PCAs)

Many of our frontline roles, including Paramedic, require a Physical Competency Assessment. This is designed to determine if you will be capable of undertaking some of the manual tasks that are involved in the role and it will also give you a small taste of what is physically involved in the role. The assessments are carried out by suitably trained members of YAS staff. It is a circuit model test with a maximum completion time of 14 minutes.

Opportunities to work in general practice

"All the experiences have been positive for me with staff being friendly, welcoming and supportive. I thought I should take these opportunities as they came along and I have learnt a great deal to bring back to my role at YAS."

Specialist Paramedic Ruth Sharkey who took part in our primary care rotation pilot

We have worked closely with our partners across the NHS in Yorkshire and the Humber to provide paramedic rotation into general practice, part of our primary care system.

Our specialist and aspirant specialist paramedics have the opportunity to work on rotation spending blocks of time in a primary care setting and then back at YAS.

We are committed to developing this programme further as we recognise the benefits it brings for our patients, the clinical experience it provides for our paramedics and the important working relationships it helps us forge with our primary care partners.





We are proud of our people and the diversity in our workforce. Harnessing the different experiences, backgrounds and personalities of our people creates a workplace culture that we all value, and helps us provide the best possible care to the people we serve.

Diversity and inclusion are at the heart of our core values and our values contribute to making Yorkshire Ambulance Service the unique place it is. We respect staff for their individual age, gender, race, cultural background, career experience, skills, beliefs (religious and philosophical), sexual orientation, and more.

We know that a workforce made up of people from all kinds of backgrounds widens the range of thinking that takes place in our organisation and helps us better understand and engage with our patients and the communities they live in.

Staff networks

We are passionate about the establishment of staff networks and fully recognise the benefits to both our staff and the wider organisation. The aim of these groups is to provide an opportunity for staff that share one or more aspects of their identity such as their sexual orientation, race, or disability status, to communicate, network, meet and support each other.

Staff networks also provide an opportunity for staff to engage with the organisation about service or employment issues and to work with the organisation to address any discrimination or barriers that our workforce may face. They include the:

- Lesbian, Gay, Bisexual and Transgender (LGBT) Staff Network
- Black and Minority Ethnic Staff Network
- Disability Support Network.

Our Diversity and Inclusion Unit provides strategic and operational advice and support to the Trust's Management Team, its staff and other key stakeholders on all matters around diversity and inclusion.

We take the health and wellbeing of our staff very seriously and provide support and advice and aim to cultivate an environment which encourages staff to stay well whilst at work.

Our services include:

- **Employee Assistance Programme** – available 24/7 to provide help and advice when required whether the problem is personal or work-related. Advice is available on a range of issues including finance, childcare, bereavement, drug and alcohol misuse, mental health concerns, stress, anxiety and depression.
- **Mental Health First Aid Training** – we are working towards our vision to train all staff in Mental Health First Aid to increase the awareness and understanding of mental health issues, how they can affect our workforce and how staff can support one another.
- **Occupational Health** – we provide a range of occupational health and wellbeing services tailored to the needs of our diverse workforce.
- **Physiotherapy Advice Line** – this service gives colleagues the opportunity to discuss their musculoskeletal problems with a clinician who will provide advice and support on how to best manage/improve symptoms.
- **Physical Activity and Healthy Lifestyle** - our Employee Health and Wellbeing Team has created a calendar of promotional events aimed to encourage and promote a healthy lifestyle.
- **Flu and COVID-19 Vaccination Programme** – we provide free vaccines for all our staff, protecting them, their families and their patients.

With the additional pressures that the COVID-19 pandemic has inevitably led to for our staff, we have ensured that extra support is available. This includes confidential psychological support, welfare vehicles providing refreshments for our staff at the main emergency departments at peak times, holistic therapies and peer-to-peer support. We continue to work closely with colleagues and respond to their feedback so we can update and extend this support as required.



JOIN US FOR A REWARDING CAREER

We know starting a new job in a new country can be daunting, so we will make every effort to support you with practical help and a proper Yorkshire welcome.

We are working to ensure our new Australian colleagues will be teamed up at stations and we will provide shared rented accommodation for the first few months. To get you started in your new home, we will also provide a welcome pack containing the basics.

A dedicated social media group will mean you have a local point of contact at your station, available every week to support you with any questions. Practical help will also be available for things like setting up a bank account. For more information on this contact gavin.austin@nhs.net

Committed to your development and training

On-going training and development is encouraged for all our staff. In addition to statutory and mandatory courses we offer a whole range of opportunities for our staff to support their personal and professional development. There are various Continuous Professional Development opportunities available to you, both with YAS and at universities within the Yorkshire region.

These may include:

- Developing advanced clinical assessment skills
- Mentorship modules
- Various Bachelor of Science and Master of Science degree options
- Partnerships with universities – secondments into lecturer roles
- Partnerships with GP surgeries – secondments into clinical roles
- Quality Improvement Fellowships
- Clinical Fellowships.

Reviews and support

Our staff have personal development reviews with their line manager or supervisor every year to ensure they have all the support they need to achieve their objectives and help us perform as an organisation.

Annual leave

You will have 35 days of annual leave, including bank holidays (37 days after five years' NHS service and 41 days after 10 years' service)

Pension

You will automatically become a member of the 2015 NHS Pension Scheme, which is a career average pension scheme.

Flexible working

We are committed to helping staff improve their working lives and balance their responsibilities at work with their personal commitments.

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.



WHAT WE NEED FROM YOU

One of our key priorities is to attract, develop and retain a highly skilled, engaged and diverse workforce. We want ***“our people to feel empowered, valued and engaged and to perform at their best.”***

But what do we need from you?

All roles within Yorkshire Ambulance Service require a diverse range of skills, experience and knowledge which will be clearly explained in the job description. But there are abilities we need from all our people, whatever the role.

You will need to be a team player – we are one team!

You will use your initiative and determination – to get the job done whatever the challenge.

You will be keen to gain new skills and always learning – to keep pace with change and to develop professionally.

You will be well organised and able to plan your work – to ensure we always deliver.

You will be good at communicating with others – this is key, whether it is with colleagues, patients and the public or our partners.

You will be able to anticipate and solve problems – working individually or as part of a team, we need to be ready to tackle all challenges.

You will need to embrace change – the needs of our patients and their communities change, so we can never stand still.

You will put patient care and customer relations at the heart of what you do – because that’s why we’re here.

Respecting each other

We always expect professional behaviour in the workplace and that colleagues respect each other.

“Respect is about treating others the way you would like to be treated, with politeness, courtesy and compassion. It’s about demonstrating through our words and actions that we are part of a workplace where everyone feels like they are listened to, valued for their personal abilities and qualities and where differences are seen as a strength to be celebrated - a workplace where we are all part of a team and where we can all be our true selves.”



Rod Barnes, Chief Executive



Finding out more about YAS

If you'd like to find out more about us, you can

Visit our website www.yas.nhs.uk

Follow us on:

 [@YorksAmbulance](https://twitter.com/YorksAmbulance)

 <https://www.facebook.com/yorkshireambulanceservice/>

 <https://www.instagram.com/yorksambulance/>