## SKILLS MAP



## JOB TASKS can include:

- Protecting & helping the public
- Reassuring injured & distressed people
- Using the phone
- Following instructions & procedures
- Writing reports
- Completing records giving evidence in court
- Using hand tools/equipment
- Communicating with customers
- Using the computer

- working in a noisy & busy place
- staying calm in stressful situations
- working in a physically & emotionally demanding situations
- long hours
- shift work
- being able to follow instructions under pressure
- wear uniform
- physical fitness





## **OTHER SKILLS**

you may need to be able to develop:

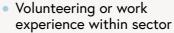


TRAINING & QUALIFICATIONS

that may be required:



- Customer service
- Manual handling
- First aid
- Other specific work related training



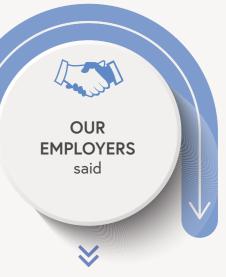
- Joining St Johns Ambulance or Red Cross
- Speaking to unfamiliar people in the community
- Practising telephone skills
- Practice completing a number of tasks i.e. household chores in a set time frame
- Taking part in physical exercise





HOW CAN YOU DEVELOP

these skills ready for work?



Key things required for working in Uniformed and Emergency Services are, attitude and passion, communication and team work, presentation and pride.

'Understanding the need for confidentiality for patients is important for us'. Caroline, Somerset NHS Trust

'There's some desk work, there's some admin work, then there's lots of operational work within our communities' Avon & Somerset Police

