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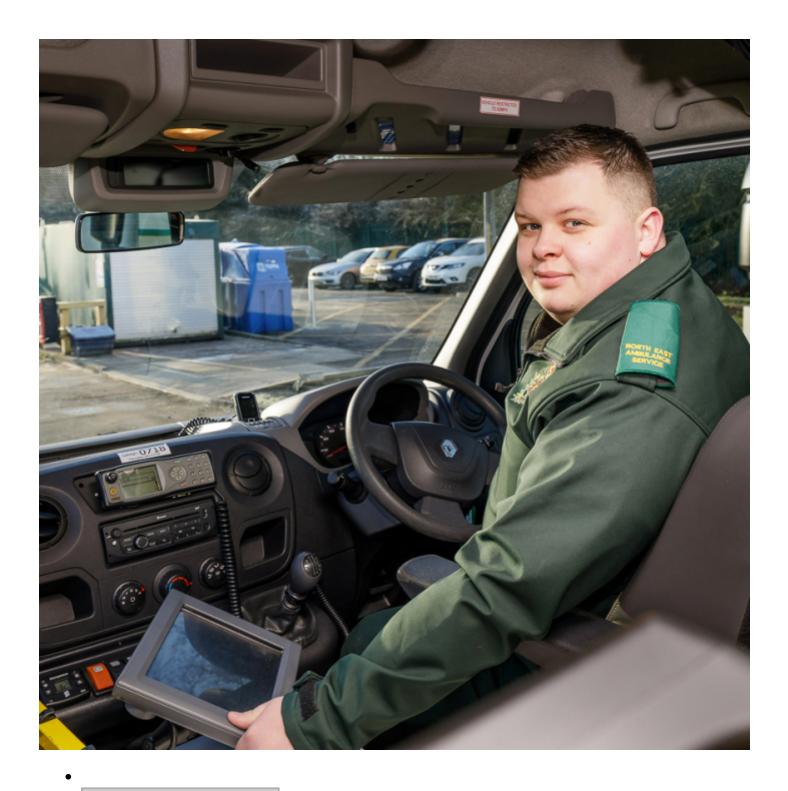
"I meet lots of people who are usually in poor health and get a lot of enjoyment from being able to have a positive impact."

A spell working in a restaurant made Adam realise that life as a chef wasn't for him. But he loved his apprenticeship at North East Ambulance Service, is now an ambulance care assistant and aspires to be a manager one day.

Adam Randall

Ambulance care assistant

Employer or university
North East Ambulance NHS Foundation Trust
Salary range
Band 5 (£25,000 - £30,000)



How I got into the role

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I started working in a restaurant at the age of 15 and this led to an apprenticeship as a chef. Working in a restaurant was fun but the long hours and split shifts took it out of me. We had a few customers who

were paramedics and I enjoyed talking to them about their jobs.

At 19 I started to think about a long-term career and decided to go to a careers adviser. We spoke about the ambulance service and she told me about an apprenticeship scheme they run. I was successful with my application and started a couple of months after that.

After completing the one-year apprenticeship, I was successful in gaining a full-time position. I've been here three years now and love it!

What I do

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My role is to safely transport patients to and from care settings such as hospitals and day centres. I work with a wide range of people of different ages and backgrounds which is very interesting.

The best bits and challenges

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I love that every day is different; I meet lots of people who are usually in poor health and get a lot of enjoyment from being able to have a positive impact on what can be a daunting experience for many of them.

The patients can be quite poorly, so it's sometimes upsetting. But we have a very good team and we're able to talk any about issues we may have.

Life outside work

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I'm a committed Christian, and I am involved with some voluntary organisations, such as Street Angels which provides a caring presence in the town between 10pm and 3am at the weekends. The project provides assistance for those who've had a bit too much to drink and a safe place for people who are vulnerable. I also volunteer for a community radio station where I have my own show.

My faith plays a huge part in my life and I believe having a strong anchor helps me deal with any problems I may have.

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Career plans and top tips for others

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After my apprenticeship, I gained a level two qualification in customer care, which enabled me to understand the role more. In the ambulance service we have professional development in the form of elearning and annual training which refreshes our knowledge and keeps us up to date with changes in policy.

When I was an apprentice, I was put forward by my team manager for apprentice of the year with Health Education England and came runner up, which I'm very proud of. The following year, I won apprentice of the year award at Gateshead College.

I aspire to be a team manager and have done from the outset. I am currently working towards an NVQ 3 in management which I am enjoying very much.

If you'd like a career in the ambulance service this is a great starting point, gaining experience in the role and working towards a qualification at the same time. It was sometimes a struggle with the apprentice wage but well worth it in the end as you get the C1 licence and the chance of a full-time job.

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