

Risky roles and career stages



At the start of your career

It takes a little time to build confidence and a sense of competence. We need to establish trusting relationships with colleagues and learn to detach from the human suffering we encounter. Until this happens, you are at greater risk of psychological injury from potentially traumatic jobs.

Have a look at the section on Protective Armour to learn more about the things that will help you stay well. Remember that preparation and training will help you be active and purposeful in the face of adversity and that talking with colleagues will help you all stay well.

Volunteering as a Community First Responder

There are some specific hazards for those of you who volunteer as Community First Responders, the main one being that you're more likely to know the people involved. That's why you do what you do, to help people in your own community. Your protective armour is reversible. You are likely to have a strong sense of pride in your role but, inevitably, will encounter situations where lives cannot be saved despite your best efforts.

Your Protective Armour will work best when you feel supported and valued by your fellow responders, group coordinator and Community Engagement Officer.

If you get injured in your responder role please use the information and resources on this website including the national support services listed on the Find Help page.

When you're promoted

We know that change can be stressful and that even positive changes can compromise our protective armour.

Promotion usually brings additional challenges which can be both rewarding and stressful. We may find that we're working alone and miss the camaraderie of colleagues or find that we're now their manager and no longer enjoy the same peer support. Moving into a senior role may mean we lose the flexibility of shift work and instead need to adjust to being on call.

Don't underestimate these hazards and make sure you adapt your Protective Armour to suit your new role.

When you move into a specialist role

The expertise and status that often accompany a specialist role is likely to form a new section of your Protective Armour. Whether you're an Advanced Critical Care Practitioner, work with SORT or SCOTSTAR, you will get additional training and develop new skills. But there may be hazards too, both physical and psychological.

It is not inevitable that you will be injured by these fresh challenges, but it is important to understand the hazards and to do what we can to mitigate them. That's why we have Lifelines Essential # 3 "Health and Safety assessments should include psychological risk".

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Working in an Ambulance Control Centre

There are several role-specific hazards for those of you who work in the ACCs and you will have modified your Protective Armour to deal with these. You must learn how to juggle multiple competing demands on resources and how to detach as you deal with distressed callers or hear worrying the information across the airwaves.

Dealing with people who are in danger, either from themselves or others is a specific hazard faced by you and your colleagues. If the person is hurt or dies when you're on the phone with them this increases your risk of psychological injury significantly. Even if the outcome is positive, these are stressful calls, so keep a check on yourself and your colleagues and make use of the information and advice on this website.

At the end of your career

This is so important we've given it a whole section on this site. However much you're looking forward to retirement, there are losses involved, from colleagues and your daily routine, to your sense of identity. This is further complicated if you're retiring early on physical or mental health grounds.

Have a look at the I'm leaving or have left the service section to find out more.

Stressful times outside work

As well as all these work-related stressors, you will also be dealing with the challenges of everyday life. These may be positive changes, like moving to a new house, starting a new relationship, becoming a parent, or children leaving home. Others will involve losses and heartbreak such as bereavement, ill health, relationship breakdown and practical stressors like debt or difficulties linked to discrimination and harassment.

You may have experienced traumatic events outside work that are affecting your wellbeing and mental health. Perhaps you are a veteran of the armed forces, experienced adversity in childhood or abuse within a relationship.

All of these things can affect your ability to stay well and can trigger the warning signs listed above. Please make use of the support available, both nationally and through your service to get the help you need to get through difficult times.