



Royal Flying Doctor Service
VICTORIA

POSITION DESCRIPTION			
Position Title	Ambulance Transport Attendant (Registered Nurse, Ambulance Officer, ATA)		
Reports to	Area Manager		
	INCUMBENT	SUPERVISOR	HR
SIGNED			
DATE			
Position Purpose:	Provide high quality patient care and treatment during the transport of patients with a wide variety of medical conditions, in accordance with RFDS Mobile Patient Care (“RFDSMPC”) policies, procedures, and Non-Emergency Patient Transport Regulations. Represent the company by maintaining positive working relationships with clients.		
Position Tasks and Responsibilities:			
Professional and personal	Present and promote a positive and professional image of RFDS Victoria to other health professionals, clients, including patients and the general public. Treat all patients and their families with respect and sensitivity, maintaining patient confidentiality at all times. Complete all daily assignments proficiently, punctually and in accordance with the directives of the controller of the day.		
Clinical Care	Perform patient assessment, intervention and assess the effectiveness of any intervention in accordance with all RFDS policies and procedures, NEPT regulations and within your scope of practice. Perform independently and problem solve within established policies and procedures as well as works collaboratively with other team members when required. Maintain an understanding of RFDSMPC Policies and procedures and Non-Emergency Patient Transport Regulations to support best practise.		
Communication	Demonstrate proficiency in written and verbal communication when delivering patient hand over to other health care professionals and in patient care records. All records will contain accurate, legible information to enable		

<p>Leadership</p> <p>Educational</p> <p>Safe Work Practices and Infection Control</p> <p>Quality Assurance</p>	<p>ongoing safe patient care, documented in accordance with the NEPT regulations and RFDSMPC requirements.</p> <p>Maintain contact with the controller of the day through correct radio procedure to ensure staff safety and accurate and timely job allocation.</p> <p>Make confident decisions in regards to patient assessment, care and interventions as required prior to patient pick up and during patient transfer.</p> <p>Act as a role model, mentor and coach to junior staff and students.</p> <p>Demonstrate and participate in ongoing yearly mandatory accreditation to ensure safe work practice and compliance with NEPT Regulations.</p> <p>Maintain currency of professional qualifications and an awareness of issues relating to patient transport.</p> <p>Demonstrate and promote safe work practices. Demonstrate a high level of understanding and adherence to the principals of manual handling and infection control standards. Participate in daily and weekly infection control activities documented in the procedures manual. Be accountable and proactive in providing a safe work place for self, co-workers and patients.</p> <p>Drive company vehicles in a safe and courteous manner, obeying all road rules with patient safety and comfort paramount. Ensure vehicles are equipped and in a state of readiness at all times, in accordance with RFDSMPC policies.</p> <p>Participate, promote and contribute to Quality Assurance activities RFDSMPC to continually improve performance in patient care and service delivery. Promote the use of incident/near miss reporting as means to improve the service we provide.</p> <p>Demonstrate a cost effective use of resources.</p>	
<p>Working Relationships:</p>	<p>Internal Control Room team Area Leader Road crew Administration</p> <p>External Clients - Hospital - Patients</p>	<p>Purpose Coordinate patient transfer Impart skills in line with RFDSMPC values and processes Coordinate patient care Forward all patient information for billing/stats</p> <p>Purpose Maintain positive relationships Provide safe patient care</p>

Scope:	<ol style="list-style-type: none"> 1. Revenue 2. Budget 3. Direct/indirect reports
Qualifications and Experience:	<ol style="list-style-type: none"> 1. Diploma of Paramedical Science (Ambulance), or <ol style="list-style-type: none"> a. a Bachelor of Health Science Degree (Paramedic, or b. other equivalent qualification for AO recognised by the Employer, and 2. Successful completion of required clinical placements and a Clinical Skills Assessment, and completion of a minimum of 400 hours operational stretcher experience under the direct supervision of a clinical instructor, and successful completion of required clinical placements and a Clinical Skills Assessment (e.g. Stage 8), or 3. Registered in the Register of Nurse of the Nursing and Midwifery Board Australia established by the Health Practitioner Regulation Law Act 2009 and who has completed an appropriate bridging course for practice in the non-emergency patient transport sector.
Skills, knowledge, mandatory requirements and competencies	<ol style="list-style-type: none"> 1. Hold a current Victorian Manual Drivers Licence (mandatory) 2. Current Working with Children Check, satisfactory Police Check 3. Have the ability to drive in both city and country traffic conditions. 4. Able to work on call, including some weekends (preferable). 5. Possess excellent interpersonal communication skills.
Workplace Health and Safety	<ul style="list-style-type: none"> • Take reasonable care for own health and safety • Take reasonable care for the health and safety of others including the implementation of risk control measure within their control to prevent injuries or illnesses • Comply with all reasonable instruction to safeguard their health and safety • Cooperate with any reasonable RFDS policies and/or procedures including the reporting of OH&S hazards or incidents

**Organisational Values
and Code of Conduct**

All Royal Flying Doctor Service of Victoria employees are mutually responsible for the success of the organisation.

The organisation is committed to creating an environment in which all employees can realise their full potential. In return all RFDS Victoria employees are expected to make contributions that positively impact our customers, our patients, our communities, our business and each other.

This includes:

- Conduct to the highest degree of ethics and integrity
- Creative thinking and openness to new challenges
- Appreciating diversity in the workplace and treating everyone with courtesy and respect
- Effective communication, which is open and honest
- Modelling best practice and leadership

Our organisational values are detailed in the 'Vision 2020' Document and our Induction Handbook.