



Royal Flying Doctor Service
VICTORIA

POSITION DESCRIPTION		
POSITION TITLE	Non-emergency Patient Transport Officer	
REPORTS TO	Area Manager	
NAME		
SIGN		DATE
Position Purpose:	<p>The PTO transports patients with a range of medical conditions, in a safe and courteous manner. In accordance with RFDS Mobile Patient Care policies, procedures and Non-emergency Patient Transport Regulations, the PTO works with another PTO or Ambulance Transport Attendant to assist in patient care. The role represents the company by maintaining positive working relationships with clients.</p>	
Position Tasks, Responsibilities and Accountabilities		
Professional and personal	<p>Present and promote a positive and professional image of RFDS Mobile Patient Care 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.</p>	
Clinical Care	<p>Assist and carry out patient care within the PTO scope of practice and in accordance with all policies, procedures and regulations. Maintain an understanding of RFDSMPC Policies and procedures and Non-Emergency Patient Transport Regulations to support best practise.</p>	
Communication	<p>When operating independently, 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 ongoing safe patient care, documented in accordance with the NEPT regulations and RFDSMPC requirements. Maintain contact with the controller of the day through correct radio procedure to ensure staff safety and accurate and timely job allocation.</p>	
Leadership	<p>Make confident decisions in regard to patient assessment, care and interventions as required prior to patient pick up and during patient transport. Act as a role model, mentor and coach to junior staff and students.</p>	

<p>Educational</p> <p>Safe Work Practices and Infection Control</p> <p>Quality Assurance</p>	<p>Demonstrate and participate in ongoing yearly mandatory accreditation to ensure safe work practice and compliance with NEPT Regulations. 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 for 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 RFDS Mobile Patient Care generate 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 approach for the use of resources.</p>																
<p>Working Relationships:</p>	<table border="0"> <tr> <td style="text-align: center;">Internal</td> <td style="text-align: center;">Purpose</td> </tr> <tr> <td>Control Room team</td> <td>Coordinate patient transfer</td> </tr> <tr> <td>Area Manager</td> <td>Impart skills in line with RFDSMPC values and processes</td> </tr> <tr> <td>ATA</td> <td>Assist in patient care</td> </tr> <tr> <td>Administration</td> <td>Forward all patient information for billing/stats</td> </tr> <tr> <td style="text-align: center;">External</td> <td style="text-align: center;">Purpose</td> </tr> <tr> <td>Clients- Hospital</td> <td>Maintain positive relationships</td> </tr> <tr> <td>- Patients</td> <td>Provide safe patient care</td> </tr> </table>	Internal	Purpose	Control Room team	Coordinate patient transfer	Area Manager	Impart skills in line with RFDSMPC values and processes	ATA	Assist in patient care	Administration	Forward all patient information for billing/stats	External	Purpose	Clients- Hospital	Maintain positive relationships	- Patients	Provide safe patient care
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<p>Scope:</p>	<ol style="list-style-type: none"> 1. Revenue 2. Budget 3. Direct/indirect reports 																
<p>Qualifications and Experience:</p>	<ol style="list-style-type: none"> 1. Patient Transport Officer, Certificate III. 2. Current Victorian Manual Drivers Licence 3. Current Working with Children Check and satisfactory Police Check 4. Have the ability to drive in both city and country traffic conditions. 5. Able to work shift work including some weekends. 6. 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 measures 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.
Code of Conduct and Organisational Values	<p>All employees, members and volunteers of the Royal Flying Doctor Service of Victoria are mutually responsible for the success of the organisation.</p> <p>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.</p> <p>This includes:</p> <ul style="list-style-type: none"> • 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 <p>Our organisational values are detailed in the “Vision 2020” Document and our Induction Handbook.</p>