



<b>POSITION DESCRIPTION</b>			
<b>Position Title</b>	<b>Ambulance Transport Attendant (Registered Nurse, Ambulance Officer, ATA)</b>		
<b>Location</b>			
<b>Reports to</b>			
	<b>Incumbent</b>	<b>Supervisor</b>	<b>HR</b>
<b>SIGNED</b>			
<b>DATE</b>			
<b>Position Purpose:</b>	Provide high quality, dignified, patient-focused care, and effective and efficient service in the transport of non-emergency pre and post hospital patients. Provision of care to be in accordance with RFDS Mobile Patient Care policies and procedures, and the Non-Emergency Patient Transport Regulations.		
<b>Position Tasks and Responsibilities:</b>	<p>Present and promote a positive and professional image of RFDS Victoria to other health professionals, clients, patients and the general public. Be committed to developing self and others personally and professionally.</p> <p>Treat all patients and their families with utmost respect and sensitivity, maintaining patient confidentiality at all times.</p> <p>Complete all daily assignments proficiently, punctually and in accordance with the directives from the dispatching authority of the day – RFDS / ESTA.</p> <p>Assist Branch Coordinators in undertaking duties to ensure the branch functions effectively at all times, this includes participating in maintaining branch stock levels and making sure the branch is clean and tidy.</p>		
<b>Clinical Care</b>	<p>Perform patient assessment, intervention and/or ongoing treatment and assess the effectiveness of any intervention in accordance with all RFDS policies and procedures, NEPT regulations and within your scope of practice.</p> <p>Perform independently and problem solve within established policies and procedures as well as work collaboratively with other team members when required.</p> <p>Maintain an understanding of RFDS MPC Policies and procedures, and the Non-Emergency Patient Transport Regulations to support best practise.</p>		

<p>Communication</p> <p>Leadership</p> <p>Education</p> <p>Safe Work Practices</p> <p>Quality Assurance</p>	<p>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 and complete information to enable ongoing safe patient care, documented in accordance with the NEPT regulations and RFDS MPC requirements.</p> <p>Maintain contact with the dispatching authority of the day through correct radio/phone procedure to ensure staff safety, accurate and timely job allocation and completion.</p> <p>Make confident decisions in regards to patient assessment, care and interventions as required prior to patient pick up and during patient transfer. Liaise and negotiate effectively and be authoritative in application of relevant processes and policy.</p> <p>Act as a role model, mentor and coach to junior staff and students. Provide guidance to others, including effectively working with people exhibiting different attributes.</p> <p>Participate in ongoing online/face to face training along with mandatory annual accreditation to ensure safe work practice and compliance with NEPT Regulations.</p> <p>Demonstrate and promote safe work practices and take the initiative to recommend improvements in practice.</p> <p>Demonstrate a high level of understanding and adherence to the principals of manual handling and infection control standards. Participate in infection control activities documented in the procedures manual.</p> <p>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 RFDS MPC policies.</p> <p>Participate, promote and contribute to Quality Assurance activities to continually improve performance in patient care and service delivery. Promote the use of incident/near miss reporting as a means to improve the service we provide.</p> <p>Demonstrate knowledge of regulation, organisational policy and good practice.</p>
<p><b>Working relationships:</b></p>	<p><b>Internal - Purpose</b></p> <p>RFDS Operations Centre team - Coordinate patient transfer</p> <p>Regional Manager - Impart skills in line with RFDS MPC values and processes</p> <p>Road Crew - Coordinate patient care</p> <p>Administration - Forward all patient information for billing/statistics</p> <p><b>External - Purpose</b></p> <p>Hospital - Maintain positive relationships</p> <p>Patients - Provide person-centred, safe patient care</p>

<b>Workplace Health and Safety:</b>	<p>Take reasonable care for own health and safety.</p> <p>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.</p> <p>Comply with all reasonable instruction to safeguard their health and safety.</p> <p>Cooperate with any reasonable RFDS MPC policies and procedures including the reporting of OH&amp;S hazards or incidents.</p>
<b>Qualifications and Experience:</b>	<p>Diploma of Paramedical Science (Ambulance), or</p> <ol style="list-style-type: none"> <li>a. a Bachelor of Health Science Degree (Paramedic), or</li> <li>b. other equivalent qualification for AO recognised by the Employer, and successful completion of required clinical placements and a Clinical Skills Assessment, completion of a minimum of 400 hours operational stretcher experience under the direct supervision of a clinical instructor, successful completion of required clinical placements and a clinical skills assessment (e.g. Stage 8), or</li> </ol> <p>Registered Nurse in the Nursing and Midwifery Board Australia and who has completed an appropriate bridging course for practice in the non-emergency patient transport sector.</p>
<b>Skills, knowledge, mandatory requirements:</b>	<ul style="list-style-type: none"> <li>• Hold a current Victorian drivers licence, working with children check and police check.</li> <li>• Have the ability the drive in both city and country traffic conditions.</li> <li>• Flexibility to work across both day and night shifts, On Call shifts and weekends.</li> <li>• Possess excellent interpersonal communication skills.</li> <li>• Excellent problem solving, organisational and planning skills.</li> <li>• Able to engage and build relationships with internal and external stakeholders.</li> </ul>
<b>Code of Conduct and Organisational Values:</b>	<p>All Royal Flying Doctor Service of Victoria employees are mutually responsible for the success of the organisation.</p> <p>The organisation is committed to creating a positive work environment, fostering career development 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"> <li>• Conduct to the highest degree of ethics and integrity</li> <li>• Creative thinking and openness to new challenges</li> <li>• Appreciating diversity in the workplace and treating everyone with courtesy and respect</li> <li>• Effective communication, which is open and honest</li> <li>• Modelling best practice and leadership</li> </ul> <p>Our organisational values are detailed in the 'Vision 2020' Document and our Induction Handbook.</p>

ATA personality description
Personal traits
<ul style="list-style-type: none"> <li>• <b>Solutions focused</b> – Seeks to resolve issues and move on. Identifies improvement opportunities and recommends appropriate changes in practice.</li> <li>• <b>Personable &amp; professional</b> – Able to build relationships easily and put others at ease. Can negotiate effectively and is authoritative in application of relevant processes and policy.</li> <li>• <b>Compassionate</b> – Focused on the wellbeing of others, non-judgmental and supportive of those in need.</li> <li>• <b>Proud</b> – Takes pride in the reputation of RFDS, is motivated by the organisation's history and mission. Driven to represent this standard in all interactions.</li> <li>• <b>Service focused</b> – Sees their role in a workplace as providing a service to the patient, customer and organisation.</li> <li>• <b>Community</b> – Embedded in their community, desires to remain in that community and to provide social good to this community.</li> <li>• <b>Calm</b> – Able to make good decisions in complex or unfamiliar circumstances.</li> <li>• <b>Mentor</b> – Provides guidance to others and supports learners with differing attributes.</li> <li>• <b>Growth</b> – Has a commitment to personal &amp; professional development.</li> </ul>
Past experience
<ul style="list-style-type: none"> <li>• <b>Experience outside of ambulance</b> – Has worked in unrelated industry gaining life perspective and experience and strong interpersonal skills. Where a candidate has previous industry experience seek an indication that they are willing to learn the process and standards specific to RFDS.</li> <li>• <b>Driving skills</b> – Experience with larger vehicles is desirable, a clean driving history is strongly preferred. Should enjoy driving and understand that this role will require the operation of a large (no special license required) vehicle.</li> <li>• <b>Training</b> – Experience as a trainer is desirable, CERT IV TAE welcomed</li> <li>• <b>OH&amp;S</b> – Experience in a safety conscious environment or role desirable. Experience as HSR welcomed.</li> </ul>
Motivations
<ul style="list-style-type: none"> <li>• <b>Seeking balance</b> – Looking for a role that aligns with values and is not tied to normal business hours.</li> <li>• <b>Personal reward</b> – Is motivated by employment that provides an intrinsic reward.</li> <li>• <b>NEPT focused</b> – Not seeking to move to an emergency ambulance role, looking for the personal connection provided by NEPT work.</li> <li>• <b>Travel</b> – Sees a role with potential to travel for shifts as well as on shift as a welcome opportunity.</li> </ul>
Employment requirements (outside specific qualifications listed in PD)
Essential factors
<ul style="list-style-type: none"> <li>• Strong English language skills allowing fluent and fast written and verbal communication. Second language desirable.</li> <li>• Travel distance to work up to 60 minutes</li> <li>• Physical fitness allowing for manual handling tasks including stretcher use, driving and CPR.</li> <li>• Competence with IT systems including smartphone, web-based email and training systems as well as basic word processing. Candidate must be able to adapt these skills to unfamiliar IT systems.</li> <li>• Availability including weekends, nights and public holidays.</li> <li>• Willingness to work on call roster.</li> <li>• Has an acute awareness of confidentiality and respect for others.</li> </ul>
Desirable factors
<ul style="list-style-type: none"> <li>• Travel distance to primary RFDS branch less than 45 minutes.</li> <li>• Located between multiple RFDS locations and willing to work at multiple locations.</li> </ul>
Qualification preferences
<ul style="list-style-type: none"> <li>• Where staff have a paramedicine <b>degree</b> RFDS would seek to understand their long-term intentions, where these staff see a role in emergency ambulance in their near future RFDS would prefer other candidates.</li> <li>• Where a <b>degree or diploma</b> qualified applicant has not worked in an ATA or Emergency Paramedic role previously, they must demonstrate (and have approved by RFDS) evidence of appropriate supervised clinical</li> </ul>

practice; those unable to do so will be required to commence in PTO roles and must be willing to undergo a training and assessment process to commence an ATA role.

- Where a candidate is a **Registered Nurse** consideration of their availability around nursing roles is important; where this candidate seeks to prioritise RFDS this candidate is desirable. This candidate must be willing to learn new interventions and scope appropriate to the NEPT setting.