

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Patient Transport Officer
Position Number:	Generic
Classification:	July 2015
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community, Mental Health and Wellbeing – Ambulance Tasmania
Position Type:	Permanent/Casual, Full Time/Part Time/Casual
Location:	South, North, North West
Reports to:	Regional Manager
Effective Date:	July 2015
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	<p>Current Driver's Licence</p> <p><i>*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.</i></p>
Position Features:	<p>Ambulance Tasmania is committed to promoting a positive workplace culture</p> <p>As a member of the Health Transport Services Team moving patients throughout Tasmania, the incumbent will be required to participate in an on call roster and, due to the nature of the work, reasonable overtime is a feature of this position</p> <p>Required to wear appropriate uniform</p>

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

Provide an efficient and safe non-emergency patient transport service for eligible Department of Health (DoH) patients in accordance with Ambulance Tasmania (AT) Non Emergency Patient Transport Policy and Clinical Protocols.

Work as a member of the Health Transport Services team providing transport of low acuity, medically stable patients requiring a basic level of care and observation for patients travelling to, from or between DoH facilities.

Duties:

1. Provide safe patient transport of medically stable patients who require basic care and observation during transport. Undertaking duties in accordance with established practices, procedures and policies. To attend to these duties promptly as directed by the Executive Manager Health Transport or delegate.
2. Provide patient care and transport as allocated through Patient Transport Dispatch in accordance with policies and procedures.
3. Maintain operational contact with the Patient Transport Dispatcher(s).
4. Undertake pre-transport assessment of patients and handover of patients at destination.
5. Complete and maintain patient case/care records and any other required documentation and use technology related to non-emergency patient transport.
6. Represent the service in a professional and efficient manner.
7. Orientate nursing staff or other health professionals (where they are escorting a non emergency patient) to the equipment in the vehicle e.g. resuscitator, stretcher and equipment as required. Observe safety principles and all health policies and procedures relative to the position.
8. Undertake and maintain ongoing competence in patient transport services according to in-service courses designed for the position, including knowledge of equipment and safe patient and manual handling practices.
9. Achieve standards and objectives relating to quality assurance and Work Health and Safety (WH&S) legislation.
10. Maintain the allocated vehicle and equipment to a high standard of cleanliness (for infection control standards) and functionality including undertaking prescribed safety and maintenance checks as specified in vehicle manuals and policies in accordance with State Service and Agency Regulations. Report any maintenance matters to the Executive Manager or delegate.
11. Assist when required and allocated by Patient Transport Dispatch with broader AT fleet operations, e.g. transferring vehicles for service etc.
12. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives and related training.
13. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

Accountable to the Executive Manager Health Transport or delegate for performance of duties in accordance with Agency policy and standard operating procedures, and receives instruction from health professionals such as nurses, medical practitioners and paramedics in the delivery of care to patients and provides information to health professionals as required.

The Patient Transport Officer is responsible for:

- Taking any reasonable action necessary to achieve the requirements of the position specifications, provided such is within the framework of policies and procedures and other specific directives given by their manager.
- The safe and efficient transport of low acuity, medically stable patients (stretcher, wheelchair).
- The safe handling of the vehicle and equipment in operation and compliance with all Tasmanian and National traffic code regulations and Agency policies.
- Ensuring that the vehicle and associated equipment are in a safe condition and are appropriately maintained and serviced. Maintain a high standard of cleanliness for infection control standards.
- Exercising reasonable care in the performance of duties consistent with patient care standards and the relevant WH&S legislation.
- Maintaining confidentiality as per policies and procedures.
- Participating in maintaining a supportive and positive workplace culture.
- Performing the duties allocated consistent with AT's organisational values and will promote, role model and support those values in the workplace.
- Where applicable, exercising delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Complying at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Health Care Workers within Ambulance Tasmania are expected to comply with the *Ambulance Tasmania Clinical Staff Immunisation Policy*. This position is a designated Category A position.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
 - e. serious traffic offences
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Senior level first aid certificate (or equivalent) or demonstrated ability to obtain the same.
2. Demonstrated ability and capacity to undertake and successfully complete Certificate 3 in non emergency patient transport (or equivalent as determined by the Chief Executive Officer of Ambulance Tasmania in accordance with standards set by Ambulance Tasmania).
3. Ability to communicate effectively with patients, Patient Transport Dispatchers and other members of the health care team coupled with good conflict resolution skills.
4. Ability to work productively as a member of a small team.
5. Demonstrated proficiency in driving vehicles and ability to participate in driving courses when necessary.
6. Ability to work unsupervised to execute assigned duties and work under pressure individually or as part of a crew, showing initiative and judgment.
7. Well developed knowledge and understanding of manual handling techniques, ability to apply those techniques along with the ability to safely adhere to a demanding driving schedule.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).