

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Operations Supervisor, Critical Care and Retrieval
Position Number:	524772
Classification:	Ambulance Manager, Level I
Award/Agreement:	Tasmanian Ambulance Service Award
Group/Section:	Community, Mental Health and Wellbeing – Ambulance Tasmania
Position Type:	Permanent, Full Time
Location:	South
Reports to:	Operations Manager, Critical Care and Retrieval
Effective Date:	September 2022
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	<p>Registered with the Paramedicine Board of Australia.</p> <p>Hold a Bachelor of Paramedic Science or other qualification approved by the Service and relevant work experience with an additional qualification in management or equivalent</p> <p>Intensive Care Paramedic with a Graduate Certificate in Emergency Health (Aero-medical Retrieval) or equivalent as determined by the Service</p> <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>
Desirable Requirements:	Currently endorsed as a rotary wing flight paramedic

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:

The occupant of this position will undertake an operational management role in overseeing the efficient and effective day to day activities of Critical Care and Retrieval Division, providing direction and supervision to a small team of Flight Paramedics, ensuring services comply with national standards, operational policies and any applicable legislation.

Duties:

1. Provide guidance and support to Flight Paramedics ensuring an environment which provides opportunity for team members to develop, gain experience and improve competence to ensure maximum operational performance and service delivery.
2. Ensure the efficient and effective completion of operational duties and administrative duties of flight paramedics, including the meeting of appropriate key performance indicators.
3. Provide leadership and coordination of operational resources including determining and liaising with operational colleagues to ensure appropriate staffing levels within allocated resources, to affect a seamless delivery of service to meet performance standards.
4. As required, provide clinical advice, and operational support in relation to dispatch decisions including the deployment of specialist, rotary wing resources.
5. Undertake a leadership role for the tactical management of rotary wing resources, including the medical retrieval activities as a means of early identification of cases requiring activation of the medical retrieval service.
6. Implement and follow emergency disaster plans in the event of a significant/serious/major incident and take all reasonable steps to maintain normal operational service throughout the incident's duration. Act as Incident Officer and manage the incident until an Incident Management Team is in attendance.
7. Develop recommendations for the enhancement of operational and administrative procedures and as required contribute to the review and development of policies and protocols relating to Critical Care and Retrieval Division.
8. Keep accurate and complete records of activities and relevant communications, ensuring that all documentation is completed and stored correctly and promptly, and that patient confidentiality is maintained, both verbally and written, at all times in accordance with the *Personal Information Protection Act 2004*.
9. Provide reports and information on staffing and Section activities, including an analysis of calls received, actions taken and performance against national benchmarks.
10. Where appropriately qualified and current undertake Flight Paramedic Duties on the flight paramedic roster as required.
11. Contribute to the development and implementation of a quality improvement program for Critical Care and Retrieval Division.
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, safeguarding practices for vulnerable people, 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:

The Operations Supervisor, Critical Care and Retrieval reports regularly to the Assistant Director, Critical Care and Retrieval Division and Operations Manager, Critical Care and Retrieval in relation to service activities, performance of the team and issues which may impact on the team's ability to deliver services.

The occupant is responsible for:

- a) Supervising all aspects of day to day ambulance service delivery in the Critical Care and Retrieval Division, actively promoting quality client service principles and facilitating opportunities for training and development.
- b) Providing clinical advice, direction and operational support in relation to dispatch decisions.
- c) Ensuring that services provided by the section comply with Acts, Regulations, policies, practices and procedures as they relate to the operation of Critical Care and Retrieval Division.
- d) Undertaking a pro-active role in developing effective working relationships with all sections of Ambulance Tasmania and external service organisations to ensure seamless delivery of service, dynamic cover and resource deployment.
- e) Contributing to service delivery and planning processes for Critical Care and Retrieval Division and as required more broadly Ambulance Tasmania.

The occupant;

- Is expected to have the potential to develop in the role, relieve at higher positions and to occasionally carry out higher level project tasks for the Service.
- Will maintain their own patient care competencies ensuring compliance with established standards of practice.
- Is accountable for the implementation and support of a positive workplace culture and is responsible for identifying and addressing inappropriate workplace behaviours. The occupant will be a role model for appropriate behaviours in the workplace.
- Will perform the duties allocated consistent with Ambulance Tasmania's organisational values and will promote, role model and support those values in the workplace.
- Champions a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercises 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.
- Complies 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. Extensive experience at a senior level of ambulance operations and patient retrieval policies and guidelines.
2. Demonstrated experience in the Aero-medical environment, fixed or rotary wing, and medical retrieval practice.
3. Demonstrated experience in the deployment of emergency resources and to provide tactical and short-term planning.
4. Demonstrated knowledge and understanding of contemporary management principles including, workplace safety and diversity, quality improvement and an understanding of acts, regulations and policies relevant to services provided by Ambulance Tasmania.
5. Demonstrated ability to coordinate and monitor resources, and to develop and implement strategies that monitor service quality, effectiveness and efficiency and which are consistent with service delivery policies and standards.
6. Ability to consistently display high level interpersonal and communication skills in an emergency service with work stressors, competing priorities, conflict situations and resourcing issues, to achieve the best possible outcomes.
7. Demonstrated ability to undertake policy and service development, analysis and review, research and evaluation.

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 of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

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](#).