

Statement of Duties

Position Title: Patient Transport Officer	Position Number: Generic	Effective Date: July 2015
Group: Community, Mental Health and Wellbeing		
Section: Ambulance Tasmania	Location: South, North, North West	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Permanent/Casual	
	Position Type: Full Time/Part Time/Casual	
Level: 5	Classification: Health Services Officer	
Reports To: Regional Manager		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

Provide an efficient and safe non-emergency patient transport service for eligible Department of Health (DoH) and Tasmanian Health Service (THS) 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 and THS 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 the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
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.

Scope of Work Performed:

- Responsible to the Executive Manager Health Transport or delegate for performance of duties in accordance with Agency policy and standard operating procedures.
- The Patient Transport Officer will take 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.
- Responsible for the safe and efficient transport of low acuity, medically stable patients (stretcher, wheelchair).
- Responsible for the safe handling of the vehicle and equipment in operation and compliance with all Tasmanian and National traffic code regulations and Agency policies.
- Ensure 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.
- Exercise reasonable care in the performance of duties consistent with patient care standards and the relevant WH&S legislation.
- The Patient Transport Officer 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.
- Responsible for maintaining confidentiality as per policies and procedures.
- The occupant will participate in maintaining a supportive and positive workplace culture.
- The occupant will perform the duties allocated consistent with AT's organisational values and will promote, role model and support those values in the workplace.
- Comply at all times with policy and protocol requirements, in particular 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.

Essential Requirements:

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 of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

- Current Driver's Licence.
- 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:

- Ambulance Tasmania is committed to promoting a positive workplace culture.
- 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.
- Required to wear appropriate uniform.

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Chief People Officer or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DoH and THS policy) within DoH and THS are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.