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SA Health Job Pack

Job Title	Patient Transfer Officer (Aboriginal Cadetship)
Eligibility	Pursuant to Section 56(2) of the Equal Opportunity Act, 1984 only people of Aboriginal and Torres Strait Islander Descent may apply for this role.
Job Number	822639
Applications Closing Date	Monday 10 April 2023
Region / Division	Metropolitan Operations
Health Service	SA Ambulance Service (SAAS)
Location	VARIOUS
Classification	PTS 1.1-1.4
Job Status	Full Time, Part Time and Casual Opportunities
Salary	\$54,327.00-\$66,927.00 p.a.

Contact Details

Full name and title	SAAS Recruitment Team
Email address	Health.SAASRecruitment@sa.gov.au

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Human Services (DHS) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Working with Children Screening - **DHS**
- ☐ National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- ☒ Unsupervised contact with Vulnerable groups- **NPC**
- ☐ Unsupervised contact with Aged Care Sector- **DHS**
- ☒ No contact with Vulnerable Groups - General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

It is a condition of this offer and your employment that you comply with the current immunisation guidelines for as outlined in the SA Health Policy [Addressing vaccine preventable disease: Occupational assessment, screening, and vaccination](#). Failure to achieve and maintain this standard may result in the withdrawal of this offer and or termination

Risk Category A (direct contact with blood or body substances)

This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category A (direct contact with blood or body substances). [Health care worker immunisation and screening requirements](#)

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well-presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications, and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✎ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications, and experience in relation to the position.
- ✎ **A current Curriculum vitae/ Resume** that includes your personal details, relevant employment history, education, training courses, qualifications, and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation, and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	Patient Transfer Officer
Classification Code:	PTS1
LHN/ HN/ SAAS/ DHW:	Multiple
Hospital/ Service/ Cluster:	SA Ambulance Service (SAAS)
Division:	Metropolitan Operations
Department/Section / Unit/ Ward:	Patient Transport Services
Role reports to:	Team Leader, Patient Transport Services
Role Created/ Reviewed Date:	February 2023
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

- > Responding to requests for non-emergency care and transportation of patients
- > Providing appropriate standards of customer service and patient care

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal

- > Team Leaders
- > Paramedics/Intensive Care Paramedics
- > Clinical Education Staff

External

- > Patients/clients/customers
- > Other Emergency Services
- > Health Service providers
- > Other external agencies

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Nil

Delegations:

- > Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Operational Practice	<ul style="list-style-type: none"> > Effective and timely operational clinical practice in line with safe systems of work > Apply appropriate treatment pathways for patients whilst in transit to achieve positive clinical outcomes. > Provide high level customer services to patients whilst in care > Establish and maintain sound relationships with other key stakeholders i.e., nursing home and hospital staff > Under the direction of Operations Management, provide support to Emergency crews when required
Clinical Knowledge	<ul style="list-style-type: none"> > Complete all workshops, assessment and assignments required through the HLT41120 Certificate IV in Health Care - > Develop clinical competency, knowledge and confidence in clinical practice by participating and completing all stages of the HLT41120 Certificate IV in Health Care > Demonstrate the ability to achieve the desired level of proficient as identified by the SA Ambulance Service > Under supervision at all times perform patient assessments including: <ul style="list-style-type: none"> o Medical, social and personal history o Past and present medical conditions and interventions o Observations and diagnostic tests > Formulate provisional patient diagnoses to base treatment
Resources	<ul style="list-style-type: none"> > Assess the resources and services required as in the provision of ambulance practice demonstrating critical thinking and problem solving methods, including operational and technical knowledge > Apply knowledge of resources available for the appropriate treatment of the patient > Determine appropriate clinical levels for patient care that: <ul style="list-style-type: none"> o Meet SAAS requirement in performance standards e.g. on air times, clearance times etc. o Effective management of SAAS assets e.g. vehicles supplies, medical equipment o Safely and efficiently treat, transport and supervise patients to appropriate health facilities > Undertake driver training and comply with SAAS Driver standards
Legal & Ethical Responsibilities	<ul style="list-style-type: none"> > Act with integrity, respect and accountability > Apply non-judgemental conduct > Maintain medical confidentiality > Comply with mandatory reporting requirements. > Work with other health services > Apply common law principle in their application to SAAS practice
Community Care	<ul style="list-style-type: none"> > Develop an understanding of the requirements of special needs groups > Cooperate/work with other medical professionals as part of an integrated community health system > Accurately and effectively relay clinical findings to the relevant referral point

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Hold, or be willing to obtain prior to commencement, a current HLTAID011 Provide First Aid certificate

Personal Abilities/Aptitudes/Skills:

- > Ability to put the patient/client first and work confidently with people at all levels to achieve positive outcomes
- > Ability to remain calm and solve complex problems in stressful situations
- > Ability to listen, show empathy and demonstrate compassion towards vulnerable clients/patients and their families
- > Ability to use sound interpersonal and communication skills to communicate effectively with a diverse range of people from different cultures, backgrounds and circumstances
- > Demonstrated customer service skills with the ability to work with clients/patients to achieve positive outcomes
- > Ability to work as a member of a multidisciplinary team with a strong commitment to teamwork
- > Ability to demonstrate integrity, honesty, professionalism and use discretion and maintain strict confidentiality in all dealings

Experience:

- > Experience in acting promptly to solve problems whilst working under pressure
- > Experience in working cooperatively as part of a multidisciplinary team to meet client needs

Knowledge:

- > SA Ambulance Service's role within the community
- > Understanding of the role of a Patient Transfer Officer within the healthcare environment
- > Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Ability to perform multiple urgent tasks in complex situations
- > Ability to provide clinical and personal care in a sensitive manner that maintains client/patient dignity

Experience:

- > Experience in a pre-hospital/health care setting or direct clinical care role
- > Experience working in a multidisciplinary team environment
- > Experience in an emergency service
- > Experience in a customer service role
- > Experience working with vulnerable clients/patients

Knowledge:

- > Nil

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act 2016*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act 2016*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Reasonable availability during peak roster demand (currently 0700-2300 Monday to Friday) will be required. Shifts may be offered at short notice depending on rostering requirements.
- > Successful candidates will be required to commit to completing the HLT41115 - Certificate IV in Health Care (Ambulance) with the SA Ambulance Service. Training will be undertaken during paid time, however some out of hours study may be required
- > Appoint is subject to you holding a driver's license that does not legally restrict your ability to drive an operational ambulance. This must be a South Australian licence, if resident in South Australia (or be in the process of transferring an interstate or international licence to a full South Australian licence within published timeframes)

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012* (SA) and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014* (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive* (Aug 2017).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017* (SA) 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012* (SA).
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service

- delivery.
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

SA Ambulance Service:

SA AMBULANCE SERVICE VISION

At the forefront of care for South Australians

PURPOSE

To save lives, reduce suffering and enhance quality of life through the provision of accessible and responsive quality patient care.

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect honesty, respect and integrity for every individual. These values drive how we conduct our business and how we behave. We aim to make the values "live". It is important that we incorporate the values into our behaviour systems and processes.

Australia has one of the most culturally and ethnically diverse populations in the world. Having bi-lingual and bi-cultural employees can enhance the department's ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

SA Ambulance Service Values

P	Patient First	We will put our patients and the care we provide to them first in everything we do
A	Accountability and responsibility	We will be accountable and responsible for our actions and those of others
T	Transparent and open communication	We will communicate openly and transparently with each other and all our stakeholders
I	Integrity and honesty	We will at all times act with integrity and be honest
E	Empowered leadership	We will empower our leaders to deliver high quality services
N	No harm	We will continue to enhance our no harm learning culture where we learn from our mistakes
T	Team work	We will work as a team across SAAS, SA Health and with our partners
F	Flexible and responsive	We will be flexible and responsive to the needs of our patients, staff and stakeholders
I	Innovative and research driven	We will be innovative using research and best practice to drive the services we provide
R	Respect and courtesy	We will act with respect and courtesy towards our patients, each other and all those we work with
S	Safe and high quality	We will offer safe and high quality services to all our patients
T	Trust and confidence	We will act in ways that builds and maintains trust and confidence in our service and in each other

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public sector employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity - Acting at all times in such a way as to uphold the public trust.
- > Accountability - Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	10/07/2018	Minor formatting with order of information amended.
V4	11/07/2018	26/03/2019	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/2019	04/06/2019	Added categories for immunisation requirements on front page.
V6	05/06/2019	08/10/2019	Updated changes to the Criminal Relevant History and Screening.
V7	09/10/2019	12/02/2020	Updated WWCC clause from SA Health and updated the immunisation information/added registration clause in essential criteria for operation roles
V8	13/02/2020		Updated Personal Abilities/Aptitude/Skills to incorporate SAAS values
V9	07/01/2021	02/02/2021	Added integrity statement within the Code of Ethics
V10	02/02/2021	Current	Amended an error within the Paramedic Registration clause in the essential Minimum Requirements