



## Graduate Ambulance Paramedic

### POSITION DETAILS

Employment Type	Ambulance Victoria Enterprise Agreement
Division / Department	Operations / Clinical Operations
Reports To	Allocated Team Manager
Direct Reports	No
AV Capability Framework	Tactical Execution

### ROLE PURPOSE

To undertake and successfully complete all stages of the theory, driving and on-road practical skill component of AV's GAP program as determined by AV's Quality & Education Services Division. To provide pre-hospital care and treatment for sick and injured people through attempting to stabilise and/or improve the patient condition in preparation for and during transportation to hospital.

### AV Vision

Providing outstanding emergency healthcare, every time.

### Patient Care Commitment

We save and improve lives by providing outstanding care for **our** patients. Our Patient Care Commitment is our promise to every patient and sits at the heart of everything we do: We strive to provide care that is *Caring, Safe, Effective and Connected for every patient, every time.*

### AV Values

- **Being Respectful:** We treat our colleagues, patients, customers and members of the community with courtesy, respect, dignity and compassion. We share responsibility for creating an environment that demonstrates equality and is free from harassment and discrimination.
- **Working Together:** We are committed to working in a collaborative environment, seeking out the diverse knowledge and experience of others and building effective working relationships to deliver on our mission.
- **Being Accountable:** We trust and empower each other to deliver on our commitments, take ownership for our work and are answerable for our actions.
- **Openly Communicating:** We are committed to open, honest and transparent communication that builds trust and effective relationships, leading to better outcomes.
- **Driving Innovation:** We drive innovation by finding day to day efficiencies and improved ways of working. By using our creativity we identify and drive changes that will allow us to better serve our patients and community.

### Key Accountabilities

ELEMENT	ACCOUNTABILITIES
<b>OPERATIONAL PERFORMANCE</b>	<ul style="list-style-type: none"> <li>• Comply with all AV policies and procedures as well as legislative and legal requirements</li> <li>• Adhere to and ensure adherence to the Code of Conduct for Victorian Public Sector Employees, the AV Workplace Conduct policy, other policies and procedures which incorporates AV's organisational expectations as amended from time to time</li> </ul>
<b>QUALITY AND PATIENT EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Under the direction and supervision of the allocated Paramedic Educator, Clinical Instructor or Qualified Ambulance Paramedic, undertake patient care and transport in accordance with AV's Operational Procedures, Clinical Practice Guidelines and Clinical Work Instructions</li> <li>• Administer medications and other procedures accurately and effectively</li> <li>• Attend all study days and successfully complete all assessments and course work as per the GAP program</li> <li>• Complete relevant documentation to ensure that the organisation's duty of care and reporting requirements are met</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure patient information is confidentiality maintained and protected at all times</li> <li>• Respond to calls in accordance with AV Operational Procedures and organisation response targets to ensure patient needs are appropriately met</li> <li>• Assist the Team Manager and team members by undertaking duties to ensure the branch functions effectively at all times. This includes participating in maintaining branch stocks, ensuring the vehicle is kept in a state of readiness and the branch is clean and secure</li> </ul>
<b>COMMUNITY/ STAKEHOLDER ENGAGEMENT</b>	<ul style="list-style-type: none"> <li>• Communicate effectively and appropriately with patients, relatives, health professionals, members of the public and other emergency services to ensure the best possible care for the patient is achieved</li> <li>• Ensure all interaction with AV stakeholders including patients, their relatives and members of the public is of the highest professional standard to promote the professionalism and reputation of all Ambulance Paramedics and AV</li> </ul>
<b>HEALTH SAFETY AND WELLBEING</b>	<ul style="list-style-type: none"> <li>• Drive AV vehicles in a safe and expedient manner in accordance with AV policy and procedure</li> <li>• Maintain all equipment and ensure vehicle is prepared, maintained and equipped in accordance with AV standards</li> </ul>

### Key Selection Criteria

#### QUALIFICATION

- Successful completion of an approved tertiary paramedic qualification or currently completing an approved tertiary paramedic qualification

#### ROLE SPECIFIC REQUIREMENTS

- Basic experience in using Microsoft Office including, Outlook, Word & Excel
- Medical and physical fitness as determined by AV to safely undertake all ambulance duties
- An understanding and ability to complete basic mental arithmetic calculations
- Health Community Services or non-emergency transport environment (desirable)
- Ability to speak and understand a language other than English (desirable)
- Full current Victorian Drivers Licence (or interstate equivalent) or a probationary licence where the holder has held a P2 licence for at least 1 year
- Autonomy to work independently towards the completion of work objectives
- Integrity to maintain and promote ethical and professional standards including maintaining patient confidentiality and diplomacy in dealing with matters of a sensitive nature
- Problem solving to identify issues and react appropriately
- Excellent ability to communicate in English verbally and in written material concisely, accurately and comprehensively
- Strong reading and comprehension skills
- Sound judgement to manage and work in difficult situations effectively whilst maintaining patient care
- Competent standard of patient emergency care and clinical knowledge to practice under supervision as part of an emergency ambulance crew
- It is a condition your employment that you must hold and maintain:
  - Valid Victorian driver's licence (as outlined above)
  - Registration with the Paramedicine Board of Australia
  - Current Victorian Working With Children check
- The preferred candidate will be required to undergo security checks such as police record

### Important Information

- AV is an EEO employer. All employees must understand, support and adhere to the principles covered in the AV Workplace Respect Policy
- AV provides a professional working environment that recognises the importance of flexible work arrangements and work/life balance

- Applicants must be an Australian citizen, Permanent Resident, or hold a valid work permit or visa
- The successful candidate will be employed pursuant to Ambulance Victoria Policies and Procedures along with the relevant Agreement
- The position description is indicative of the initial expectation of the role and subject to changes to organisational goals and priorities, activities or focus of the job
- Recipients of VPS departure packages should note that re-employment restrictions apply
- By applying for this position within Ambulance Victoria (AV), you agree to undertake an assessment of any Secondary Employment or outside interests. This is required to ensure there is no perceived or actual conflict of interest for AV should you be successful and commence in the new role

### **Privacy Notification**

Ambulance Victoria requires declarations and personal information relevant to your employment. The collection and handling of the information will be consistent with the requirements of the Privacy and Data Protection Act 2014.

### **AUTHORISATION**

**Executive Director Emergency Operations**

**Date:**