



Ambulance Community Officer

POSITION DETAILS

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

ROLE PURPOSE

To provide a high standard of 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 Mission

We improve the health of our community by delivering innovative, high quality ambulance services.

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

CUSTOMER / PATIENT

(Achieving satisfactory outcomes through delivering high standards of customer service and patient care)

- Provide a high standard of pre-hospital emergency patient care and the provision of transport services for members of the community in accordance with ACO Clinical Guidelines approved by the AV Medical Standards Committee.
- Administer medications and other procedures accurately and effectively
- 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
- 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
- Complete relevant documentation to ensure that the organisation's duty of care and reporting requirements are met
- Ensure patient information is confidentiality maintained and protected at all times
- Undertake and accept responsibility for the self-maintenance of patient care skills (theoretical and practical) for the provision of a high standard of pre-hospital care in accordance with AV policies and procedures

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| <p>PROCESS IMPROVEMENT (Improving efficiency or quality of work processes or services)</p> | <ul style="list-style-type: none"> Comply with all AV policies and procedures as well as legislative and legal requirements |
| <p>RESOURCES (Driving value in areas such as management or conservation of resources. These include goals that relate to effective management of finances, equipment, property, assets or expenses)</p> | <ul style="list-style-type: none"> Respond to calls in accordance with AV Operational Procedures and organisation response targets to ensure patient needs are appropriately met. Drive AV vehicles in a safe and expedient manner in accordance with AV policy and procedure. Maintain all equipment and ensure vehicle is prepared, maintained and equipped in accordance with AV standards. Comply with the provisions of the AV Customer Service Guidelines, quality system and other AV policies and procedures. |
| <p>PEOPLE (Enhancing the ability of people to perform their roles and building a great place to work)</p> | <ul style="list-style-type: none"> 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 Contribute to a safe and healthy working environment through an understanding of contemporary human resource management policies and procedures and available staff support services such as the Peer Support program and Victorian Ambulance Counselling Unit (VACU) |

Key Selection Criteria

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| <p>QUALIFICATION</p> |
| <ul style="list-style-type: none"> Successful completion, or preparedness to successfully complete within an agreed time-frame, an ACO qualification as determined by the Executive Director Clinical Operations Successful completion, or preparedness to successfully complete, a minimum of 21 hours continuing clinical education per annum and all required clinical accreditation and re-accreditation activities as determined by Ambulance Victoria Successful completion of initial and on-going probity, driving, physical capacity and medical assessments as determined by Ambulance Victoria |
| <p>ROLE SPECIFIC REQUIREMENTS</p> |
| <ul style="list-style-type: none"> Well-developed interpersonal and communication skills and the ability to operate effectively in a team environment. Demonstrated interpersonal and communication skills, the proven ability to communicate effectively and transfer information accurately Demonstrated commitment to deliver quality patient care Preparedness to provide a minimum 20 hours availability as a ACO per month Current valid Australian Drivers Licence relevant to their primary residence Willingness to engage within the community at various public events and gatherings |

Important Information

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| <ul style="list-style-type: none"> AV is an EEO employer. All employees must understand, support and adhere to the principles covered in the AV Workplace Respect Policy 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 |
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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

A handwritten signature in black ink, appearing to read "M. W. Stephens". The signature is fluid and cursive, with a long horizontal stroke at the end.

Executive Director Clinical Operations

Date: 18/11/2019