

# Ambulance Victoria

## Position Description

<b>Position Title: Community Emergency Response Team Member</b>	<b>Division:</b>
<b>Reports To: CERT Team Leader</b>	<b>Direct Reports: Nil</b>
<b>Employment Conditions: N/A</b>	
<b>Primary Objective:</b> The Community First Responder is a community based volunteer member of a CERT responsible for providing basic life support and first aid skills within approved clinical protocols in an emergency situation until the arrival of an ambulance crew or other medically qualified person.	
<b>Responsibility for Quality:</b> To take responsibility for improving quality processes using continuous improvement philosophies and practices, thereby increasing value to the customers and the organisation.	

<b>Behaviours</b>			
<b>Achievement</b>	<b>Self-Actualising</b>	<b>Humanistic-Encouraging</b>	<b>Affiliative</b>
Achieves self set goals	Receptive to change	Encourages growth and development in others	Cooperative
Believes that individual effort is important	Creative problem solver	Resolves conflicts constructively	Friendly
Accepts and shares responsibility	Non-defensive	Trustworthy	Genuine in concern for others
Takes on challenging tasks	Self respecting	Involves others in decision making	Accepts change
Insightful in diagnosing problems		Motivates by serving as a role model	

<b>Occupational Health &amp; Safety</b>
<ul style="list-style-type: none"> <li>Understand, observe and adhere to all safe working procedures and maintain safe work practice.</li> </ul>


<b>Decision Making Authority</b>
<b>Without referral to manager:</b>
•
<b>After consultation with manager or others:</b>
•
<b>Referred to manager or others:</b>
•

<b>Key Contacts</b>	

<b>Performance</b>		
<b>Key Result Area</b>	<b>Key Accountabilities</b>	<b>Performance Measures</b>
Provide first aid in emergency situations	<ul style="list-style-type: none"> <li>• being available when on-call to respond immediately to an emergency request;</li> <li>• driving with care and within the law to an accident / emergency scene;</li> <li>• applying basic life support skills and first aid skills in accordance with CERT clinical protocols approved by the AV Medical Standards Committee;</li> <li>• providing reassurance and support to the sick or injured, or others at an emergency scene;</li> <li>• providing a verbal and written patient handover to the ambulance crew taking over responsibility for the on-going management of the patient.</li> </ul>	•

Maintenance of CERT Equipment	<ul style="list-style-type: none"> <li>• Regularly checking, cleaning and maintaining equipment in accordance with the CERT equipment procedure</li> <li>• Reporting any equipment fault to the Community First Responder Team Leader as soon as practicable.</li> </ul>	•
Increase the level of BLS skills within the defined CERT catchment area	<ul style="list-style-type: none"> <li>• providing training to small groups in basic life support skills</li> <li>• participating in promotions and public lectures as part of a co-ordinated community education program</li> </ul>	•

Selection Criteria
<p><b>Qualifications and experience:</b></p> <ul style="list-style-type: none"> <li>• ability to immediately respond to an emergency when rostered “on-call”</li> <li>• certification in workplace first aid – “Apply Basic First Aid” is desirable but not essential</li> <li>• successful completion of a Community First Responder qualification as determined by the AV General Manager Quality and Education Services.;</li> <li>• completion of a minimum of 21 hours continuing clinical education per annum and all required clinical accreditation and re-accreditation activities as determined by the AV General Manager Quality and Education Services.</li> <li>• Successful completion of initial and on-going probity checks as determined by AV;</li> <li>• preparedness to follow CERT policies and procedures approved by AV</li> </ul> <p><b>Key attributes:</b></p> <ul style="list-style-type: none"> <li>• desire to participate in the CERT program with long term commitment and enthusiasm;</li> <li>• Client focussed approach to the provision of services by the CERT;</li> <li>• ability to communicate effectively, particularly in stressful situations;</li> <li>• ability to work as part of a team;</li> <li>• ability to operate calmly under pressure;</li> </ul>

Approval	
	
<b>Name: Tony Walker</b>	<b>NAME: Angelia Dixon</b>
<b>Title: General Manager Regional Services</b>	<b>Title: General Manager Quality and Education Services</b>