



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

Provides 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
OPERATIONAL PERFORMANCE	<ul style="list-style-type: none"> • Comply with all AV policies and procedures as well as legislative and legal requirements
QUALITY AND PATIENT EXPERIENCE	<ul style="list-style-type: none"> • Provide comprehensive ambulance patient care in accordance with AV's Operational Procedures, Clinical Practice Guidelines and Clinical Work Instructions • 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 patient confidentiality is maintained and protected at all times • 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 tidy
COMMUNITY/ STAKEHOLDER ENGAGEMENT	<ul style="list-style-type: none"> • 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

HEALTH SAFETY AND WELLBEING	<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 Service vehicles in a safe and expedient manner in accordance with AV policy and procedures Maintain all equipment and ensure vehicle is prepared, maintained and equipped in accordance with AV standards
PEOPLE LEADERSHIP	<ul style="list-style-type: none"> Interact effectively as part of the ambulance crew within own ambulance team, with other Ambulance teams and with other emergency service teams to ensure delivery of patient care is optimised Maintain open and effective communication with the communication centre 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

Key Selection Criteria

QUALIFICATION

- Registered and credentialed Ambulance Paramedic qualification and experience which enables the incumbent to crew an ambulance vehicle
- Maintain a current Authority to Practice

ROLE SPECIFIC REQUIREMENTS

- An understanding and ability to complete basic mental arithmetic calculations
- Strong reading and comprehension skills
- Excellent ability to communicate in English verbally and in written material concisely, accurately and comprehensively
- Competent standard of patient emergency care and clinical knowledge to work as part of an emergency ambulance crew
- Medical and physical fitness as determined by AV to safely undertake all the duties of ambulance work
- Tolerance for stress to maintain stable performance whilst under pressure including the ability to relieve stress in a manner that is acceptable to self, others and the organisation
- Team skills to actively participate as a member of a team and move the team towards the completion of both team and individual goals
- 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 ability to identify issues and react appropriately
- It is a condition your employment that you must hold and maintain:
 - Valid Victorian driver's licence
 - Registration with the Paramedicine Board of Australia
 - Current Victorian Working With Children check
- Willingness to travel throughout Metropolitan Melbourne and Regional Victoria as required
- 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 Clinical Operations

Date:

Chief Operating Officer

Date: