

## Queensland Ambulance Service



### Role Description

Patient Transport Officer			
<b>Classification</b>	Patient Transport Officer Level 1	<b>Salary Range</b>	\$68,093 - \$81,712 per annum
<b>Location</b>	Various	<b>Status</b>	Various
<b>Work Unit/ Branch/District</b>	Patient Transport Services	<b>Division/ Region</b>	Various
<b>Contact Name &amp; Position</b>	QAS Recruitment	<b>Contact Details</b>	QAS.Recruitment@ambulance.qld.gov.au

### Queensland Ambulance Service

The Queensland Ambulance Service (QAS) is a division of the Department of Health. The Department of Health's purpose is to provide highly effective health system leadership.

The QAS provides timely, quality and patient focused ambulance services including pre-hospital patient care and related services across Queensland. The QAS delivers sustainable, adaptive and responsive contemporary health care to Queensland.



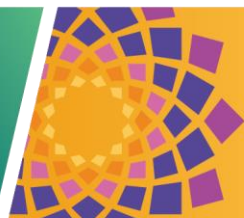
To find out more about our organisation, please refer to the QAS Applicant Information Kit or visit [www.ambulance.qld.gov.au](http://www.ambulance.qld.gov.au) or [www.health.qld.gov.au](http://www.health.qld.gov.au).

### Purpose of the role

The Patient Transport Officer is an operational role within the QAS reporting to the Manager, Patient Transport Services or to another senior operational position, depending on the location of the role. The purpose of the Patient Transport Officer role is to provide a high standard of non-urgent patient transport services to the community of Queensland. This can include providing pre-booked, non-urgent services including home-to-hospital and inter-facility transfers.



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## Key responsibilities

A Patient Transport Officer will be supervised, coached and operate independently under close supervision until such time that all studies are completed. The following key responsibilities apply:

- Provide basic care (including the use of some specialised ambulance equipment and basic clinical procedures) and specialised transport for non-emergency patients.
- Communicate effectively and appropriately with patients, relatives, health professionals, members of the public and other emergency service providers to ensure the best possible outcome for the patient is achieved.
- Maintain all equipment and vehicles in a state of operational readiness and ensure the security, safety and maintenance of allocated equipment and goods in accordance with QAS standards.
- Maintain comprehensive and accurate records to ensure that patient transport records are available for future reference.
- Work in collaboration with the broader QAS districts and contribute to district performance targets and service delivery standards.
- Comply with the provisions of the Ambulance Service Act 1991, all relevant industrial awards and agreements and all QAS policies and procedures as determined by the Commissioner QAS.
- Demonstrate a commitment to continuing professional development by attending relevant educational sessions to maintain up-to-date knowledge and practices, including any mandated requirements.
- Provide mentoring and guidance to newly appointed Patient Transport Officers to facilitate the development of their skills.
- Actively contribute to the efficiency of the QAS Patient Transport Service through regular attendance at meetings and participation in activities that foster team unity.
- Communicate, consult, negotiate and collaborate effectively to achieve desired outcomes.
- Ensure that all interactions with QAS stakeholders, including patients, their relatives and members of the public, are of the highest professional standard to promote the reputation of the QAS.
- Lead and manage staff in emergency management capability for disasters, major incidents and mass crowd gatherings, in close consultation with the Director Operations - Emergency Management, State Headquarters.
- Clinical practice within your credentialed scope of paramedical clinical practice as approved by the Medical Director and/or Commissioner, QAS.
- Uphold the QAS Statement of Commitment to Aboriginal and Torres Strait Islander peoples and Cultural Safety Policy Statement and prioritise safe, effective, quality healthcare that is free from racism and discrimination.
- Fulfil the responsibilities of this role in accordance with Queensland Public Sector and QAS values.

## Basis for selection

We are seeking applicants who, within the context of the role responsibilities, possess the following key attributes:

- Demonstrated well-developed communication, negotiation, consultation and collaboration skills.
- Proven planning and organisational skills to effectively manage time and prioritise workload.
- Demonstrated ability to work as an effective, collaborative member of a team and assist fellow team members towards the completion of goals.



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- Demonstrated ongoing commitment to education through a proven record of tertiary study, vocational education or work-related courses.
- Ability to undertake and successfully complete all requisite studies to qualify as a Patient Transport Officer, as determined by the QAS.
- Demonstrated commitment to maintaining medical, physical and psychological wellbeing in order to safely undertake all of the duties of a Patient Transport Officer.

## Mandatory/Special conditions/Other requirements

The following mandatory requirements, special conditions and/or other requirements apply to this role:

- Applicants must have a current Provide First Aid Certificate (with Cardio-Pulmonary Resuscitation component) or equivalent; or have obtained one prior to appointment.
- Applicants must have, or be willing to obtain, a Queensland Light Rigid (LR) Driver Licence (for a manual motor vehicle) prior to appointment. Applicants who do not currently hold a manual LR Licence must have a minimum of a Queensland 'C' Class Driver Licence (for a manual motor vehicle) prior to the closing date for applications to be eligible to apply. An automatic Driver Licence or Learner Permit is not acceptable. Interstate and international applicants must hold an equivalent licence at the time of applying and will be expected to obtain a Queensland Driver Licence upon appointment.
- It is an express condition of employment for all people who are to perform roles with direct patient contact to be, and remain, vaccinated against the following infectious diseases during their employment: Diphtheria; Tetanus; Pertussis (Whooping Cough); Hepatitis B; Measles, Mumps, Rubella (MMR); Varicella (Chickenpox). Please note, there may be additional vaccination requirements depending on individual circumstances as specified in the QAS Infection Control Framework.
- Whilst not mandatory, possession of a Certificate III in Non-Emergency Client Transport will be highly regarded.

## How to apply

Information on how to apply can be found on the [QAS Website](#). Please refer to the [Applicant Information Kit](#) for more information about working for the QAS.

## Employment screening

Pre-employment screening, including criminal and discipline history and clinical practice checks, may be undertaken on persons recommended for employment. The recommended applicant will be required to disclose any serious disciplinary action taken against them in public sector employment. In addition, any factors which could prevent the recommended applicant complying with the requirements of the role are to be declared.

Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt. Please refer to the Pre-Employment Checks section within the QAS Applicant Information Kit for further details about employment screening and other employment requirements.

### External Applicants

For information on the documentation that may be required from an external applicant please refer to the Pre-Employment Checks section within the QAS Applicant Information Kit.



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## Additional information

- The role reports to the Manager, Patient Transport Services or to another senior operational position, depending on the location of the role.
- The QAS is committed to maintaining a culture that builds respect, fosters inclusiveness, promotes flexible work arrangements and embraces the unique and diverse qualities of our workforce.
- The QAS stands firm in its position and has zero tolerance for inappropriate workplace behaviour. The [QAS RESPECT](#) initiative is designed to foster and promote a culture where employees at all levels feel empowered to 'step up' and 'stamp out' inappropriate workplace behaviour and provide a positive and safe workplace for everyone.
- The QAS has zero tolerance for child abuse, neglect and harm, and is committed to ensuring the safety and wellbeing of all children and young people. All employees, volunteers and service providers in the QAS and Queensland Health system have a responsibility to respect and promote the rights of children and young people.
- The QAS applies the [Public Sector Commission's Leadership Competencies for Queensland](#) by empowering all leadership levels to deliver high-performing, innovative and future-focused services, making a positive difference to all Queenslanders.
- A mobile, flexible and agile workforce supports service delivery and employee development. You may seek or may be required to work in alternative locations or undertake alternative duties on a temporary or permanent basis.
- Applications will remain current for a period of up to 12 months and may be considered for other vacancies (identical or similar) which may include an alternative employment status (e.g. temporary, full-time or part-time).
- Within one month of commencing employment, the successful applicant is required to disclose any employment as a lobbyist in the preceding two years.
- The incumbent may be required to undertake other duties not listed in the key responsibilities, under the direction of the relevant accountable manager.
- Further information about the QAS and applying for a job can be found in the QAS Applicant Information Kit which is included as an attachment in the job advertisement.



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