

JOB DESCRIPTION

POSITION	Ambulance Officer (All ATPs)
BUSINESS UNIT	Emergency Ambulance Services
RESPONSIBLE TO	Head of Emergency Ambulance Services
LAST UPDATED	October 2022

Our Vision

To be the best little ambulance service in the world.

Our Belief

To be here for you, when it matters to you, because it matters to us.

Our Promise

No decision about me without me

Our Values



JOB PURPOSE

The role of an Ambulance Officer is to provide the highest possible standard of patient care in a consistently efficient, effective and professional manner. This role provides leadership within their assigned authority to practice, ensuring that professionalism and clinical excellence are modelled and maintained at all times, in all situations and interactions.

Ambulance Officers work across the Wellington Free Ambulance region.

CONTEXT THAT THIS ROLE OPERATES WITHIN

Organisational perspective

Wellington Free Ambulance (WFA) is the only emergency ambulance service in Greater Wellington and Wairarapa and the only ones in the country who are free. We take more than 150,000 111 calls each year and respond to over 50,000 emergencies and are here 24/7, 365 days a year.

Wellington Free Ambulance is a charity. As an essential health service, we receive around 75% of funding from the Government – but raise over \$7 million dollars each year to keep our services free. As well as emergency paramedic care, we provide patient transfer services; have paramedics who are part of the Life Flight crew and rescue squad, plus operate the 111 communications centre for our region. We also have a team of volunteer event medics who support a range of events across the region.

The community we support is from the Cook Strait to Peka Peka Road (past Waikanae) and across to Mount Bruce in the Wairarapa. There are around 400 staff across the various teams supported by around 90 volunteer event medics.

Business Unit Perspective

Emergency Ambulance Services are responsible for ensuring that Wellington Free Ambulance has an effective service delivery model, which ensures that the right person is in the right place at the right time, to best meet our patient's needs.

Key to delivering an effective service delivery model is being able to respond to the changing environment of modern healthcare and delivering efficient, effective and sustainable services.

KEY ACCOUNTABILITIES

KEY RESULT AREA	ACCOUNTABILITIES
Authority to Practice (ATP) To carry out the role as per the outlined accountabilities & purpose statement in Schedule 1	<ul style="list-style-type: none"> Meet key accountabilities at your assigned ATP per Schedule 1
Patient Care Provision of high-standard patient care	<ul style="list-style-type: none"> Consistently maintain professional patient care standards and under appropriate treatment within the assigned ATP Respond to ambulance calls in accordance with operational procedures and response times. Provide professional service to all patients, colleagues and stakeholders including patients and their families/whanau Manage patient contact with dignity and respect Complete patient report forms accurately and conduct handover appropriately. Adhere to all WFA policies and procedures with particular emphasis on clinical excellence, quality management, occupational health and safety, and the Privacy Act
Driving / Patient Transport Safety of self and other staff and patients is always ensured during transport	<ul style="list-style-type: none"> Always drive vehicles in a defensive and courteous manner in accordance with the Safe Driving Policy and Procedures. Comply with all road rules and ensure the safety of self, passengers and other road users whilst driving WFA vehicles Maintain WFA vehicles to required standards by checking the vehicle/equipment at the beginning of shift and restocking expendable supplies Conduct appropriate daily checks and clean vehicle at end of the shift (where time permits) Report vehicle defects and missing / faulty equipment promptly. Undertake ongoing specialised driver training as required
Preparedness and Administration Ensuring all equipment is checked and ready to use Maintaining appropriate administration	<ul style="list-style-type: none"> Arrive on station in time to commence duties by the designated shift start time. Wear correct uniform as per WFA Dress Policy Complete all station documentation promptly and accurately.

KEY RESULT AREA	ACCOUNTABILITIES
	<ul style="list-style-type: none"> • Complete assigned station duties promptly and always keep station facilities tidy. • Inform Shift Managers about any concerns in a timely manner • Maintain physical ability in accordance with employment contract requirements.
Incident Management	<ul style="list-style-type: none"> • Respond to operational directions of the most senior person present at a scene. • Participate in operational debriefings following unusual or significant incidents. • Support any response to Mass Casualty Incidents (MCIs) as required
Training and Development Participating in any required training programmes	<ul style="list-style-type: none"> • Willingly share knowledge with and provide guidance to other EAS staff, volunteers, and students. • Maintain knowledge and skills appropriate to your qualifications and ATP. • Participate in continuing clinical education • Maintain CE compliance • Participate in WFA operational training and exercises as required • Represent WFA at relevant external working groups in relation to recruitment and selection
Public Relations Representation of WFA in public	<ul style="list-style-type: none"> • Represents WFA at functions and talks as requested • Promote and maintain good public relations • Maintain a professional and supportive working relationship with all ambulance staff and volunteers, other health workers and emergency service personnel.
Portfolio / Additional Duties Undertaking portfolio work and / or additional duties as specified by their manager	<ul style="list-style-type: none"> • Complete all assigned duties to a high standard and in a timely manner. • Assist with Events activity when required • Assist with portfolios and mentoring others when required • Constructively participate in team meetings
Living WFA's values WFA is a values-based organisation, and employees should be committed to upholding our values. Our values represent who we are, where we're going and who we're taking with us	<ul style="list-style-type: none"> • Be authentic, original, true Mā pango mā whero ka oti te mahi • Act with kindness Aroha atu, aroha mai • Lead by example Mahia te mahi, hei painga mo te iwi • Keep getting better together Whaia e koe te iti kahurangi
Health and Safety Complies with responsibilities under the Health & Safety at Work Act 2015. In the performance of assigned duties, maintains and actively participates in supporting a safe and healthy workplace	<p>All employees are responsible for:</p> <ul style="list-style-type: none"> • Working in a safe manner to prevent risk of harm to themselves, others, or the environment. • Complying and co-operating with any reasonable instruction, WFA health and safety policies and procedures and legislative requirements • Reporting hazards, risks, and incidents (accidents, harm, and near misses), and ensuring reporting and recording is in accordance with WFA policies and procedures. • Participating in incident investigations and taking an active role in rehabilitation following an injury or illness. • Alerting managers and health and safety representatives to any observed unsafe behaviours or situations. • Actively participating in health and safety training and alerting manager(s) where additional training or support may be required.

RELATIONSHIPS AND DELEGATIONS

REPORTING STRUCTURE	Manager:	Shift Manager
	Peers:	Other Ambulance Officers
	Direct Reports:	Nil
KEY RELATIONSHIPS	Internal:	Clinical Communications Centre staff, other WFA staff, WFA volunteers, Clinical Education team
	External:	Other emergency services, other health providers, patients, students
DELEGATIONS & AUTHORITIES	Delegation Level:	Nil

CAPABILITY PROFILE

Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

CORE COMPETENCY	KEY BEHAVIOURS
Customer Focus	<ul style="list-style-type: none"> • Gains insight into customer needs • Identifies opportunities that benefit the customer • Builds and delivers solutions that meet customer expectations • Establishes and maintains effective customer relationships
Instils Trust	<ul style="list-style-type: none"> • Follows through on commitments • Is seen as direct and truthful • Keeps confidences • Practises what he/she preaches • Shows consistency between words and actions
Interpersonal Savvy	<ul style="list-style-type: none"> • Relates comfortably with people of different levels, functions, cultures, and locations • Acts with diplomacy and tact • Builds rapport in an open, friendly, and accepting way • Builds constructive relationships with people both similar and different to self • Picks up on interpersonal and group dynamics
Being Resilient	<ul style="list-style-type: none"> • Is confident under pressure • Handles and manages crises effectively • Maintains a positive attitude despite adversity • Bounces back from setbacks • Grows from hardships and negative experiences
Decision Quality	<ul style="list-style-type: none"> • Makes sound decisions, even in the absence of complete information • Relies on a mixture of analysis, wisdom, experience, and judgement when making decisions • Considers all relevant factors and uses appropriate decision-making criteria and principles • Recognises when a quick 80% solution will suffice
Communicates Effectively	<ul style="list-style-type: none"> • Attentively listens to others • Adjusts to fit the audience and the message • Provides timely and helpful information to others across the organisation • Encourages the open expression of diverse ideas and opinions • Is effective in a variety of communication settings

CORE COMPETENCY	KEY BEHAVIOURS
Te Tiriti o Waitangi and Cultural Expertise	<ul style="list-style-type: none"> • Demonstrates understanding of the principles of te Tiriti o Waitangi and their contemporary application to WFA's work • Applies tikanga in relevant work situations
Cultural Competencies	<ul style="list-style-type: none"> • Wellington Free Ambulance is committed to its responsibility to Māori and its responsibility to Pasifika. In that regard there is an expectation of continued learning and development of all staff in this area.

OTHER ASPECTS OF CAPABILITY NOT COVERED BY THE ABOVE COMPETENCIES

Knowledge and Experience

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Excellent communication skills (written and oral) • Patient-centred professional clinical practice • Ability to work with and relate to people from diverse backgrounds and cultures • Current registration and Annual Practising Certificate (ACP) from Te Kaunihera Manapou Paramedic Council (or evidence of submission made) 	<ul style="list-style-type: none"> • Previous emergency ambulance experience

Professional Qualifications / Accreditations / Registrations

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Recognised ambulance qualification to a minimum level of a degree or relevant to level of requirement, i.e. ICP (minimum of 1 year in qualification) • Current full clean New Zealand driver's licence (ideally held for at least two years and with a 'P' endorsement) • Successful completion of a defensive driving course • Clean criminal record 	<ul style="list-style-type: none"> • Minimum EMT qualification, or working towards (Graduates only).

Hours of work

The job incumbent must be able to undertake rotating shifts covering 24 hours over seven days and have flexibility in relation to shift and job demands. Any permanent changes to your shift or region would occur in accordance with your employment agreement.

Changes to Job Description

From time to time as an organisation evolves job descriptions may need to be reviewed and may need to be changed. Such changes may be initiated as necessary by the manager of this position in consultation with the employee. This job description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Employees may be measured against core competencies as part of their performance development.

SCHEDULE 1

ATP	PURPOSE STATEMENT	KEY ACCOUNTABILITIES
All ATPs		<ul style="list-style-type: none"> • Respond to dispatch notifications, as per set response protocols • Conduct a scene assessment. Manage the medical or traumatic emergency, any observers or assigned student paramedics. • Complete prioritisation of patients in multi casualty incidents • Deliver patient care within the clinical practice guidelines to their ATP level • Complete transport to hospital and hand over procedure • Complete patient documentation and prepare for re-deployment, including cleaning and re-stocking the ambulance • Develop medical skills to maintain their Authority to Practice
Emergency Medical Technician	To assist with and work under the supervision of a Paramedic in responding and providing emergency medical treatment and care for patients with injury or illness to achieve the best possible patient outcome	<ul style="list-style-type: none"> • Administer a limited number of medications as per Clinical Practice Guidelines • Identify the need for further assistance to patient care • Where appropriate consult with clinical desk or medical director for out-of-scope interventions
Paramedic	To respond, assess and provide emergency medical treatment and care for patients with injury or illness to achieve the best possible patient outcome	<ul style="list-style-type: none"> • Administer a range of medications as per Clinical Practice Guidelines • Identify the need for further assistance to patient care • Where appropriate consult with clinical desk or medical director for out-of-scope interventions • Supervise the clinical care of EMT and FR staff members • Assist in further professional development of EMT and FR staff where required
Extended Care Paramedic	To respond, assess and provide emergency and lower acuity medical care for patients with injury or illness to achieve the best possible patient outcome	<ul style="list-style-type: none"> • Deliver patient care within the Urgent Community care and WFA Clinical Practice Guidelines • Administer an extended range of medications • Arrange transport to hospital or other health facilities where appropriate • Identify the patient need for community service input • Where appropriate refer through community pathways • Collaborate and engage with local medicines for maintenance of referral relationships • Assist in further professional development of Paramedic staff where required

ATP	PURPOSE STATEMENT	KEY ACCOUNTABILITIES
Intensive Care Paramedic	To respond, assess and provide specialist emergency medical treatment and care for patients with a critical injury or illness to achieve the best possible patient outcome	<ul style="list-style-type: none"> • Administer a large range of medications as per Clinical Practice Guidelines • Where appropriate consult with clinical desk or medical director for interventions outside of the clinical guidelines standing orders • Supervise the clinical care of FR, EMT, ILS staff members • Assist in further professional development of paramedic staff where required • Provide clinical leadership and oversight as required
RSI Endorsement	<p>To respond, assess and identify the need for advanced airway management.</p> <p>To perform rapid sequence intubation in pre-hospital environment in order to achieve the best possible patient outcome</p>	<ul style="list-style-type: none"> • Respond whilst on duty to specialised cases as requested • Have the ability to respond, where required and available, on rostered day off to assist with RSI • Complete a thorough clinical assessment to identify the need for advanced airway management • Administer paralytic and sedative medications • Complete advanced airway interventions where indicated • Complete supporting paperwork and post RSI forms • Engage in clinical de-briefs and reviews when required. • Develop and practice skills to maintain RSI endorsement
Flight Paramedic	To respond, manage, assess and provide the highest possible standard of specialist emergency medical treatment and care for patients with critical injury or illness to achieve the best possible patient outcome. This includes the provision of advanced in-flight specialist emergency medical treatment.	<ul style="list-style-type: none"> • Administer a large range of medications as per Clinical Practice Guidelines • Is responsible for ensuring that in-flight safety regulations are adhered to during the transportation of the patient. • Provide feedback to the development of Clinical Practice Guidelines • Assist in further professional development of Intensive Care Paramedic staff where required • Maintain aeromedical practice requirements as set out by Life Flight • Where appropriate provide clinical guidance for staff when requested by clinical desk