

## JOB DESCRIPTION

<b>POSITION</b>	Emergency Medical Technician
<b>GROUP</b>	Operations
<b>BUSINESS UNIT</b>	Emergency Ambulance Services, Event Medical Services or Patient Transfer Services
<b>LAST UPDATED</b>	July 2024

### Our Vision

We are a trusted and reliable ambulance service providing excellence in emergency response and connected services that move our communities to better health.

### Our Purpose

Wellington Free Ambulance exists to deliver an ambulance service that excels in emergency response and clinical communications underpinned by proactive partnerships to deliver equitable health and wellbeing outcomes for our community.

### Our Values



## JOB PURPOSE

Emergency Medical Technicians (EMTs) are clinically qualified ambulance personnel who have been trained to respond to independently assess, treat and transport patients as required. EMTs can administer a range of treatments, for example the administration of oral and intramuscular medicines.

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

EMTs work across the Wellington Free Ambulance region, and can be deployed to one or more of the following Business Units within the Operations Group, following induction into that Business Unit:

- Emergency Ambulance Services
- Event Medical Services
- Patient Transfer Services

The Business Unit(s) that the job holder can be deployed to will be set out in their offer letter.

## 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

The Operations Group includes Emergency Ambulance Services, Clinical Communications, Patient Transfer Services, Emergency Planning and Event Medical Services.

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.

### Emergency Ambulance Services

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.

### Patient Transfer Services

With reassurance and care, our Patient Transfer Service safely and comfortably transport patients to and from scheduled hospital treatments, rest home transfers, and take great care to look after hospice patients travelling home to be with family.

### Event Medical Services

You may recognise us by our lights and sirens, but our Event Medical Services is a central part of Wellington Free Ambulance's work. From concerts and festivals, and marathons to significant sport games, we're on the sidelines ready to help.

## KEY ACCOUNTABILITIES

KEY RESULT AREA	ACCOUNTABILITIES
<p><b>Authority to Practice (ATP)</b> Provide emergency medical treatment and care for patients with injury or illness to achieve the best possible patient outcome within scope of ATP</p>	<ul style="list-style-type: none"> <li>Respond to dispatch notifications, as per set response protocols.</li> <li>Conduct a scene assessment. Manage the medical or traumatic emergency, any observers or assigned student Paramedics.</li> <li>Complete prioritisation of patients in multi casualty incidents.</li> <li>Deliver patient care within the Emergency Medical Technician ATP.</li> <li>Complete transport to hospital and hand over procedure.</li> <li>Complete patient documentation and prepare for re-deployment, including cleaning and re-stocking the ambulance.</li> </ul>

KEY RESULT AREA	ACCOUNTABILITIES
	<ul style="list-style-type: none"> <li>• Participate in ongoing education to maintain their Authority to Practice.</li> <li>• Administer a limited number of medications as per Clinical Practice Guidelines.</li> <li>• Identify the need for further assistance to enhance patient care.</li> <li>• Where appropriate consult with clinical desk or medical director for clinical guidance or out-of-scope interventions.</li> </ul>
<p><b>Patient Care</b> Provision of high-standard patient care</p>	<ul style="list-style-type: none"> <li>• Consistently maintain professional patient care standards and under appropriate treatment within the EMT ATP.</li> <li>• Respond to ambulance calls in accordance with operational procedures and response times.</li> <li>• Provide professional service to all patients, colleagues and stakeholders including patients and their families/whanau.</li> <li>• Manage patient contact with dignity and respect.</li> <li>• Complete patient report forms accurately and conduct handover appropriately.</li> <li>• Adhere to all WFA policies and procedures with particular emphasis on clinical excellence, quality management, occupational health and safety, and the Privacy Act 2020.</li> </ul>
<p><b>Driving / Patient Transport</b> Safety of self and other staff and patients is always ensured during transport</p>	<ul style="list-style-type: none"> <li>• Always drive vehicles in a defensive and courteous manner in accordance with the Safe Driving Policy and Procedures.</li> <li>• Comply with all road rules and ensure the safety of self, passengers and other road users whilst driving WFA vehicles.</li> <li>• Maintain WFA vehicles to required standards by checking the vehicle/equipment at the beginning of shift and restocking expendable supplies.</li> <li>• Conduct appropriate daily checks and clean vehicle at end of the shift (where time permits).</li> <li>• Report vehicle defects and missing / faulty equipment promptly.</li> <li>• Undertake ongoing specialised driver training as required.</li> </ul>
<p><b>Preparedness and Administration</b> Ensuring all equipment is checked and ready to use  Maintaining appropriate administration</p>	<ul style="list-style-type: none"> <li>• Arrive on station in time to commence duties by the designated shift start time.</li> <li>• Wear correct uniform as per WFA Dress Policy.</li> <li>• Complete all station documentation promptly and accurately.</li> <li>• Complete assigned station duties promptly and always keep station facilities tidy.</li> <li>• Inform manager about any concerns in a timely manner.</li> <li>• Maintain physical ability in accordance with employment contract requirements.</li> </ul>
<p><b>Incident Management</b></p>	<ul style="list-style-type: none"> <li>• Respond to operational directions of the most senior person present at a scene.</li> <li>• Participate in operational debriefings following unusual or significant incidents.</li> <li>• Support any response to Mass Casualty Incidents (MCIs) as required.</li> </ul>
<p><b>Training and Development</b> Participating in any required training programmes</p>	<ul style="list-style-type: none"> <li>• Willingly share knowledge with and provide guidance to other staff, volunteers, and students.</li> <li>• Maintain knowledge and skills appropriate to EMT ATP.</li> <li>• Participate in continuing clinical education.</li> <li>• Maintain compliance with the credentialing policy.</li> </ul>

KEY RESULT AREA	ACCOUNTABILITIES
	<ul style="list-style-type: none"> <li>Participate in WFA operational training and exercises as required.</li> <li>Represent WFA at relevant external working groups in relation to recruitment and selection.</li> </ul>
<b>Public Relations</b> Representation of WFA in public	<ul style="list-style-type: none"> <li>Represents WFA at functions and talks as requested.</li> <li>Promote and maintain good public relations.</li> <li>Maintain a professional and supportive working relationship with all ambulance staff and volunteers, other health workers and emergency service personnel.</li> </ul>
<b>Portfolio / Additional Duties</b> Undertaking portfolio work and / or additional duties as specified by their manager	<ul style="list-style-type: none"> <li>Complete all assigned duties to a high standard and in a timely manner.</li> <li>Assist with Events activity when required.</li> <li>Assist with portfolios and mentoring others when required.</li> <li>Constructively participate in team meetings.</li> </ul>
<b>Living WFA's values</b> 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"> <li>Be authentic, original, true   Mā pango mā whero ka oti te mahi.</li> <li>Act with kindness   Aroha atu, aroha mai.</li> <li>Lead by example   Mahia te mahi, hei painga mo te iwi.</li> <li>Keep getting better together   Whaia e koe te iti Kahurangi.</li> </ul>
<b>Health and Safety</b> 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	All employees are responsible for: <ul style="list-style-type: none"> <li>Working in a safe manner to prevent risk of harm to themselves, others, or the environment.</li> <li>Complying and co-operating with any reasonable instruction, WFA health and safety policies and procedures and legislative requirements.</li> <li>Reporting hazards, risks, and incidents (accidents, harm, and near misses), and ensuring reporting and recording is in accordance with WFA policies and procedures.</li> <li>Participating in incident investigations and taking an active role in rehabilitation following an injury or illness.</li> <li>Alerting managers and health and safety representatives to any observed unsafe behaviours or situations.</li> <li>Actively participating in health and safety training and alerting manager(s) where additional training or support may be required.</li> </ul>

## RELATIONSHIPS AND DELEGATIONS

<b>REPORTING STRUCTURE</b>	<b>Manager:</b>	As per letter of offer
	<b>Peers:</b>	Employees and Volunteers employed in the Business Unit(s) within which an individual job holder can be deployed (as per letter of offer).
	<b>Direct Reports:</b>	Nil
<b>KEY RELATIONSHIPS</b>	<b>Internal:</b>	<ul style="list-style-type: none"> <li>Clinical Communications Centre staff</li> <li>Emergency Ambulance Service staff</li> <li>Patient Transfer Services staff</li> <li>WFA volunteers</li> <li>Other WFA staff</li> <li>Clinical Education team</li> </ul>
	<b>External:</b>	<ul style="list-style-type: none"> <li>Other emergency services</li> <li>Health providers</li> <li>patients</li> </ul>

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

## OTHER ASPECTS OF CAPABILITY NOT COVERED BY THE ABOVE COMPETENCIES

### Knowledge and Experience

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Excellent communication skills (written and oral)</li> <li>• Patient-centred professional clinical practice</li> <li>• Ability to work with and relate to people from diverse backgrounds and cultures</li> </ul>	<ul style="list-style-type: none"> <li>• Previous ambulance service experience</li> </ul>

### Professional Qualifications / Accreditations / Registrations

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Recognised ambulance qualification to a minimum of a Level 5 Ambulance Diploma or equivalent.</li> <li>• Current full clean New Zealand driver's licence</li> <li>• Successful completion of a defensive driving course</li> <li>• Satisfactory criminal record</li> </ul>	<ul style="list-style-type: none"> <li>• Ideally held for at least two years and with a 'P' endorsement)</li> </ul>

### Hours of work

#### EAS

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.

#### PTS

PTO's work different shifts rostered seven days a week, between 6am to 11pm.

#### Events

As and when events occur.

Any permanent changes to your shift or region would occur in accordance with your employment agreement.

### Deployment Plan

Refer to your offer letter.

### 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.