

## JOB DESCRIPTION

<b>POSITION</b>	Event Medic
<b>BUSINESS UNIT</b>	Events
<b>RESPONSIBLE TO</b>	Head of Event Medical Services
<b>LAST UPDATED</b>	March 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

To provide the highest possible standard of pre-hospital patient care at community events while contributing to the professionalism of the service by adhering to treatment procedures, accurately completing documentation, and applying the correct operational procedures.

## CONTEXT THAT THIS ROLE OPERATES WITHIN

### Organisational perspective

Wellington Free Ambulance (WFA) is the only emergency ambulance service for Greater Wellington and Wairarapa, a population of around 500,000 people.

As well as over 53,000 emergency ambulance responses annually, WFA operates a clinical communications centre, answering over 235,000 calls a year, provides over 40,000 patient transfers for people to attend scheduled medical appointments, and provides medical event services to thousands of people at over 500 events across the region.

For almost 100 years WFA has proudly honoured the founding principle of our organisation to provide a free and accessible emergency health service to our community.

As an essential health service, WFA receives around 82% of our funding from Government and ACC contracts. The community contributes over \$7 million each year through fundraising to ensure WFA services can remain free of charge.

### Business Unit Perspective

The Event Medical Services team 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
<b>Patient Care</b> Provision of high-standard patient care	<ul style="list-style-type: none"> <li>Adhere to treatment procedures.</li> <li>Complete patient report forms accurately and conduct handover appropriately.</li> </ul>
<b>Driving / Patient Transport</b> Safety of self and other staff and patients is always ensured during transport	<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>Check assigned vehicle so that it is kept fully equipped and ready for use.</li> <li>Report vehicle defects and missing / faulty equipment promptly.</li> <li>Other vehicles are checked and maintained in accordance with operational procedures.</li> <li>Comfortable transport is provided for all patients.</li> <li>Appropriate and clean driving licence is maintained.</li> </ul>
<b>Preparedness</b>	<ul style="list-style-type: none"> <li>Arrive at event in plenty of time to commence duties by the allotted time.</li> <li>Physical ability is maintained in accordance with contract requirements.</li> </ul>
<b>Incident Management</b>	<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> </ul>
<b>Training and Development</b> Participates in any training programmes developed to address competency gaps	<ul style="list-style-type: none"> <li>Willingly share knowledge with and provide guidance to other patient transport officers.</li> <li>Maintain knowledge and skills appropriate to your qualifications.</li> <li>Participate in WFA operational training and exercises as required</li> </ul>
<b>Public Relations</b> Representation of WFA in public	<ul style="list-style-type: none"> <li>Representing the Service at functions and talks.</li> <li>Assistance provided with the activities of guests of the Service at events as requested.</li> <li>Always perform duties and conduct yourself in a professional manner.</li> <li>Always maintain a professional and supportive working relationship with all ambulance staff, other health workers and emergency service personnel.</li> </ul>
<b>Additional Duties.</b> Undertaking additional duties delegated by their manager	<ul style="list-style-type: none"> <li>Complete all assigned duties to a high standard and in a timely manner.</li> </ul>

KEY RESULT AREA	ACCOUNTABILITIES
<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>	Head of Event Medical Services
	<b>Peers:</b>	Other Event Medics
	<b>Direct Reports:</b>	Nil
<b>KEY RELATIONSHIPS</b>	<b>Internal:</b>	Events Coordinator, Paramedics, Volunteers, Clinical Education team, People & Capability
	<b>External:</b>	Emergency services personnel, other health providers, external clients
<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>Compassion</b>	<ul style="list-style-type: none"> <li>• Genuinely cares about people</li> <li>• Is available and ready to help</li> <li>• Is sympathetic to the plight of others not as fortunate</li> <li>• Demonstrates real empathy for patient experience and concerns</li> </ul>
<b>Composure</b>	<ul style="list-style-type: none"> <li>• Is calm under pressure</li> <li>• Does not become defensive or irritated when faced with difficult situations</li> <li>• Is considered mature</li> <li>• Can be counted on to maintain decorum and cope with stress</li> </ul>

CORE COMPETENCY	KEY BEHAVIOURS
	<ul style="list-style-type: none"> <li>Adapts to a changing environment</li> <li>Doesn't show frustration when resisted or blocked</li> <li>Is a settling influence in a crisis</li> </ul>
<b>Timely decision making</b>	<ul style="list-style-type: none"> <li>Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure</li> <li>Able to make a quick decision</li> </ul>
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>Relates well to all kinds of people – both internal and external to the organisation</li> <li>Builds appropriate rapport</li> <li>Builds constructive and effective relationships</li> <li>Uses diplomacy and tact</li> <li>Can diffuse even high-tension situations comfortably</li> </ul>
<b>Integrity and Trust</b>	<ul style="list-style-type: none"> <li>Is widely trusted</li> <li>Is seen as direct and truthful</li> <li>Can present fact in an appropriate and helpful manner</li> <li>Keeps confidences</li> <li>Admits mistakes</li> <li>Doesn't misrepresent her/himself for personal gain</li> </ul>
<b>Self-knowledge</b>	<ul style="list-style-type: none"> <li>Knows personal strengths, weaknesses, opportunities, and limits</li> <li>Seeks feedback</li> <li>Gains insights from mistakes</li> <li>Is open to criticism</li> <li>Isn't defensive</li> <li>Is receptive to talking about shortcomings</li> <li>Looks forward to balanced (positives and negatives) performance reviews and career discussions</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

### Professional Qualifications / Accreditations / Registrations

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>A current First Aid certificate using unit standard 6400 and the following sets, 6401 and 6402, or 26551 and 26552</li> <li>Current full clean New Zealand driver's licence (ideally held for at least two years and with a 'P' endorsement)</li> <li>Successful completion of a defensive driving course</li> </ul>	<ul style="list-style-type: none"> <li>Recognised ambulance qualification to a minimum level of NZCEC or NZDAP</li> <li>Previous customer service experience</li> </ul>

### Hours of work

As and when events occur.

### 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.