

JOB DESCRIPTION

POSITION	Heartbeat Assistant
BUSINESS UNIT	Fundraising & Communications
RESPONSIBLE TO	Heartbeat Manager
LAST UPDATED	May 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

The purpose of this role is to assist the Heartbeat Manager to improve community engagement through the provision and coordination of Cardio Pulmonary Resuscitation (CPR) education and training. The Heartbeat Assistant will also assist with the sales, maintenance and growth of Wellington Free Ambulance Automated External Defibrillators (AEDs) in public areas.

JOB SCOPE

The role sits within the Fundraising team and interacts with the rest of the organisation. This role provides a central link between Wellington Free Ambulance community groups, corporates and schools. The role will work predominantly Monday to Friday however some flexibility will be required depending on particular work streams the incumbent may be involved with.

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 Fundraising team is responsible for raising \$5million+ to ensure that Wellington Free Ambulance has an effective service delivery model, and to make sure we have everything we need to respond to a medical emergencies.

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	KEY ACCOUNTABILITIES
Operational Delivery of Heartbeat Training: • Liaise with clients to ensure that we understand their needs and expectations for each training event. • Assist with planning and organisation of resources for each training event • Provide training for community groups, iwi, schools and corporates on CPR under the Heartbeat brand • Identify and contact organisations, schools, community groups that will benefit from CPR training and education • Work with Heartbeat trainers to provide Heartbeat training	• All formal requests for training are actioned with 5 days and training provided in agreed time frames • All events effectively planned and resourced • Ensure accurate branding on all materials • Quotes and invoicing to be sent to accounts within 3 days of registration forms received.
Community Engagement: • Identify and contact corporates, iwi, schools and community groups that will benefit from CPR training and education • Engage with schools and community groups to provide presentations and visits promoting WFA • Update and prepare stats on Heartbeat training for the Heartbeat Manager	• Provide monthly activity summary reports on Community Heartbeat training & education provided, ensuring community engagement
AED sales and management: • Assist with contacting corporates, iwi, schools and community groups that may be interested in the purchase of an AED • Provide fully costed quotes for potential clients	• Ensure the details of AEDs supplied by WFA or in partnership with another provider are stored in a central registry

• Assist with invoicing for AEDs and accessory sales • Assist with implementation and providing advice to parties requiring information on public access AED sites • Assist with the auditing and maintaining of public access AED sites that WFA is responsible for or contracted to maintain • Ensure that WFA has an AED registry that is up to date and maintained	• No outstanding debts are to be over 61 days old
Health and Safety: Complies with responsibilities under the Health & Safety at Work Act 2015. In the performance of assigned duties, maintains a safe and healthy workplace and actively participates in WFA's Health and Safety Management system.	All employees are responsible for: • 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 behaviors or situations. • Actively participating in health and safety training and alerting manager(s) where additional training or support may be required.

KEY RELATIONSHIPS AND DELEGATIONS

REPORTING STRUCTURE	Manager:	Heartbeat Manager
	Peers:	
	Direct Reports:	Nil
KEY RELATIONSHIPS	Internal:	Heartbeat tutors; volunteer student tutors, student volunteers, Warehouse team; Finance team, People & Capability; TMC's/Shift Managers; Fundraising team
	External:	Clients/Stakeholders; Community Groups, Corporate partners, Schools.
DELEGATIONS & AUTHORITIES	Delegation Level:	Nil

CAPABILITY PROFILE

CORE COMPETENCY	KEY BEHAVIOURS
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers. Gets first-hand customer information and uses it for improvements in products and services. Acts with customers in mind. Establishes and maintains effective relationships with customers and gains their trust and respect.
Interpersonal Savvy	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation. Builds appropriate rapport. Builds constructive and effective relationships. Uses diplomacy and tact. Can diffuse even high-tension situations comfortably.
Time management	Uses her/his time effectively and efficiently. Values time. Concentrates her/his efforts on the more important priorities. Gets more done in less time than others. Can attend to a broader range of activities.
Presentation skills	Is effective in a variety of formal presentation settings: one-on-one, small and large groups, with peers, direct reports, and bosses. Is effective both inside and outside the organisation, on both cool and hot data and controversial topics. Commands attention and can manage group process during the presentation. Can change tactics midstream when something isn't working.
Integrity and Trust	Is widely trusted. Is seen as a direct, truthful individual. Can present the unvarnished truth in an appropriate and helpful manner. Keeps confidences. Admits mistakes. Doesn't misrepresent her/himself for personal gain.
Te Tiriti o Waitangi and Cultural Expertise	Demonstrates understanding of the principles of Te Tiriti o Waitangi and their contemporary application to WFA's work. Applies tikanga in relevant work situations.

OTHER ASPECTS OF CAPABILITY NOT COVERED BY THE ABOVE COMPETENCIES

Knowledge and Experience

ESSENTIAL	DESIRABLE
• Previous experience in a health related field. • Well-developed written and verbal communication skills. • MS Office including Power Point, Word, Excel and Outlook.	• Previous experience in a health related field with a particular focus on First Aid and Cardiac. • Resuscitation Council Certificate, Level 7.

PROFESSIONAL QUALIFICATIONS / ACCREDITATIONS / REGISTRATIONS

ESSENTIAL	DESIRABLE
• Clean, current full drivers licence. • A minimum of basic First Aid Certificate.	

Hours of Work

This role will be fulltime, 40 hours per week. The normal working week will be Monday to Friday, however the nature of the duties may require work outside the normal hours from time to time. This may include evening or weekend work.

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.