

## JOB DESCRIPTION

<b>POSITION</b>	Patient Transfer Officer
<b>BUSINESS UNIT</b>	Patient Transfer Service
<b>RESPONSIBLE TO</b>	PTS Team Leader
<b>LAST UPDATED</b>	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

To provide the highest possible standard of patient care and transportation for routine patient transfer services. To contribute to the professionalism of the Service by providing excellent customer service, accurately completing documentation, and applying the correct operational procedures.

Patient Transfer Officers are responsible for non-emergency transport, hospital transfers, outpatient appointments and specialised patient transfers across the Wellington Free Ambulance region.

## CONTEXT THAT THIS ROLE OPERATES WITHIN

### Organisational perspective

Wellington Free Ambulance are 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 and 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

Patient Transfer Officers (PTOs) sit within the Patient Transfer Services (PTS) team and are supported by the PTS Manager, PTS Team Leaders and PTS Coordinator. A challenge of the PTS team is responding to the changing environment of modern healthcare and delivering efficient, effective and sustainable services.

The PTO's role is to ensure that the right person is in the right place at the right time, to best meet our patients' needs. PTOs work different shifts rostered seven days a week, between 6am to 11pm.

## KEY ACCOUNTABILITIES

KEY RESULT AREA	ACCOUNTABILITIES
<b>Patient Care</b> To transfer patients safely and professionally for routine patient transfers.	<ul style="list-style-type: none"> <li>Respond to patient transfer calls in accordance with operational procedures</li> <li>Conduct patient assessments to ensure patients are fit for transport and the suitable equipment is present</li> <li>Provide Basic Life Support (BLS) if required</li> <li>Provide professional service to all patients, colleagues and stakeholders including patients and their families/whanau</li> <li>Provide excellent customer service.</li> <li>Always ensure safety of self and other staff and patients</li> <li>Manage patient / client contact with dignity and respect</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</li> </ul>
<b>Driving / Patient Transport</b> Respond to patient transport calls in accordance with operational procedures and provide comfortable transport for all patients	<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>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>Other vehicles are checked and maintained in accordance with operational procedures.</li> <li>Complete vehicle, equipment, and stock checks to ensure resources required for duties are available in good working order</li> </ul>

KEY RESULT AREA	ACCOUNTABILITIES
<b>Preparedness and Administration</b> Ensures vehicles are fully equipped and ready to use and maintaining appropriate administration	<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>• Complete case records, patient reports and other documentation clearly, accurately and in a timely manner, according to WFA procedures.</li> <li>• Provide feedback to Team Leader about issues which need addressing.</li> <li>• Accept responsibility for own work quality and works towards continuous quality improvement.</li> </ul>
<b>Public Relations</b> Representation of WFA in public	<ul style="list-style-type: none"> <li>• Represent WFA at functions and talks as requested by Team Leader</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>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 and ATP.</li> <li>• Maintain CE compliance</li> <li>• Participate in WFA operational training and exercises as required</li> </ul>
<b>Portfolio / Additional Duties</b> Undertake portfolio work and / or additional duties delegated by the PTS Manager and/or Shift 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>• 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>	PTS Team Leader
	<b>Peers:</b>	Patient Transfer Officers, Patient Transfer Coordinator
	<b>Direct Reports:</b>	Nil
<b>KEY RELATIONSHIPS</b>	<b>Internal:</b>	Comms Centre Staff, Paramedics, Clinical Education, other WFA staff and volunteers
	<b>External:</b>	Health providers (e.g. DHBs, PHOs, aged care facilities etc), patients, observers
<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>Approachability</b>	<ul style="list-style-type: none"> <li>• Is easy to approach and talk to</li> <li>• Spends the extra effort to put others at ease</li> <li>• Can be warm, pleasant, and gracious</li> <li>• Is sensitive to and patient with the interpersonal anxieties of others</li> <li>• Builds rapport well</li> <li>• Is a good listener</li> <li>• Is an early knower, getting informal and incomplete information in time to do something about it</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>

CORE COMPETENCY	KEY BEHAVIOURS
<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</li> <li>Excellent customer focus</li> <li>Ability to work with and relate to people from diverse backgrounds and cultures</li> <li>First Responder qualification</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> <li>Clean criminal record</li> </ul>	<ul style="list-style-type: none"> <li>Previous ambulance transport experience</li> <li>Previous customer service experience</li> </ul>

### Hours of work

PTOs work different shifts rostered seven days a week, between 6am and 11pm.

### 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.