



## JOB AND PERSON SPECIFICATION

<b>Position Title:</b>	Event Ambulance Officer
<b>Reports Directly to:</b>	Event Health Services Manager with links to the State Paramedic
<b>Responsible for:</b>	
<b>Member of:</b>	Event Health Services
<b>Grade:</b>	Non EBA

### About St John

St John is a charity in the South Australian community working for the Service of Humanity. Our vision for the future, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations. Our relief work for persons in sickness, distress, suffering or danger recognises no barrier of race, colour or creed.

Within South Australia, St John engages some 2,000 volunteers supporting the community in the provision of First Aid services and Community engagement. St John also employs approximately 100 paid staff, located at State Office and across the state.

### Purpose of the Position

The Event Ambulance Officer will provide front line clinical care, treatment and support for sick and injured persons in emergency and non-emergency settings at a variety of events across South Australia.

The Event Ambulance Officer will accurately assess, advise and document patient health and treatment needs and determine and implement appropriate treatment in accordance with their respective clinical qualification, scope of practice and within the St John SA Clinical Credentialing Guidelines.

### St John Values

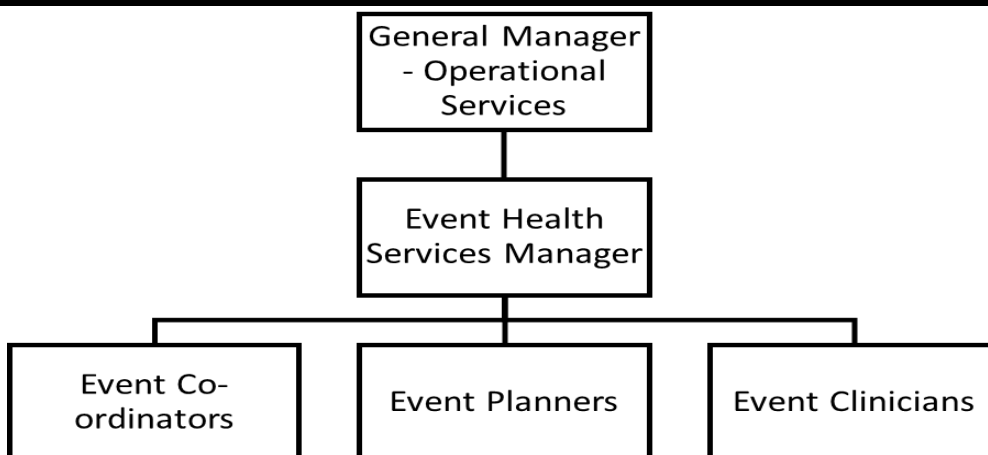
<b>Fairness</b>	Put people and patients first, upholding St John's standards of <b>fairness</b> and ethical conduct.
<b>Integrity</b>	Ensure at all times conduct, <b>integrity</b> and behaviour reflects the values of St John.
<b>Responsibility</b>	Through the services we provide, uphold St John's <b>responsibility</b> to protect persons from injury or death.
<b>Service</b>	Provide a quality and responsive <b>service</b> which meets customer and community expectations.
<b>Trust</b>	Be <b>Trusted</b> to remain calm in stressful situations, make tough decisions and discover practical solutions.
<b>Accountability</b>	Be responsible, take action and have <b>accountability</b> for the services provided to others.
<b>Inclusive</b>	Recognise diversity and be <b>inclusive</b> in working with everyone in the spirit of "one St John".
<b>Dependable</b>	Will be dedicated to providing a consistent, <b>dependable</b> service that others can rely on.

### Special Conditions

- The incumbent is required to hold a National Police Certificate (NPC) prior to commencement of employment with St John. Ongoing employment is subject to the maintenance of a satisfactory NPC
- Will be required to undertake Child Safe Environments training within the first 6 months of employment, and maintain annual currency
- Reaccreditation is required annually to maintain this position

- A current full South Australian Drivers Licence, with no conditions is required, and must be maintained to continue employment.

### Organisational Relationships



Key Responsibilities	Key Tasks	Measures
<b>Patient Care</b>	<ul style="list-style-type: none"> <li>• Provide pre hospital emergency and non-emergency care to the community during St John SA involved events</li> <li>• Work as part of a response to emergency and non-emergency incidents during St John SA involved events, making significant clinical decisions in varied and complex environments to provide clinical treatment and life-saving stabilisation to injured persons.</li> <li>• Conduct thorough patient assessments and obtain all information necessary to make appropriate clinical decisions consistent with the nature of the situation to manage patients, carers and relatives in distress.</li> <li>• Provide treatment for conventional and unconventional injuries and illnesses in a variety of situations and environments depending on the location of an event.</li> <li>• Administer medication and treatment according to relevant legislation, regulations and scope of practice to support the provision of the most effective care and treatment to a patient in an ethical and professional manner.</li> <li>• Deliver practical clinical decisions in the best interests of the patient within a framework of evidence based reasonable and professional judgements.</li> <li>• Provide appropriate support to patients and their families who may be experiencing loss and grief</li> <li>• Provide quality record keeping for current patient care.</li> <li>• Coordinate and liaise with SA Ambulance for transfers of patient/s and emergency paramedic support as required.</li> <li>• Work within the St John SA Clinical Practice Guidelines</li> </ul>	<p>Patient Records completed and returned for 100% of Clinical Patients treated</p> <p>Non-Clinical Report form returned for 100% of events attended (that do not have a Commander in attendance)</p> <p>Drug Register completed for 100% of S4 and higher drugs administered</p> <p>After Event Report completed for 100% of Events attended(that do not have a Commander in attendance)</p>

<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• A commitment to customer service and the ability to be responsive to customer / client and volunteer requests</li> <li>• Excellent communication and interpersonal skills with the ability to deal with a diverse range of people</li> <li>• Ability to build and maintain positive working relationships with a range of stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• All client requests actioned in a timely manner</li> <li>• Arrive at event on time or early 100% of time</li> </ul>
<b>Operational Preparedness</b>	<ul style="list-style-type: none"> <li>• Actively participate in the checking of patient care equipment and ensuring equipment is safe, clean and in good working order at events.</li> <li>• Operate medical equipment to provide patient care and treatment in an out of hospital environment consistent with scope of practice</li> <li>• Assist to maintain all equipment and vehicles in a state of readiness</li> <li>• Assist to ensure vehicles, equipment and medical rooms are kept clean and tidy at events.</li> <li>• Assist with the security of drug stock and drug recording whilst on duty and where applicable in certain locations.</li> </ul>	<ul style="list-style-type: none"> <li>• Drug register checked and signed for all events attended</li> <li>• Vehicles cleaned after all events attended</li> <li>• Kits and Vehicles restocked after each event attended</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Maintain scope of practice in line with St John SA credentialing framework</li> </ul>	<ul style="list-style-type: none"> <li>• Provide yearly Authority to Practice and other credentialing documents as requested by St John</li> </ul>
<b>Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Follows safe and healthy work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to Managers</li> <li>• Submits incident and near miss reports as required</li> <li>• Shows care and concern for the welfare of fellow members and the general public at all events attended</li> </ul>	<ul style="list-style-type: none"> <li>• Event Safety Checklist completed for 100% of Events attended (that do not have a Commander in attendance)</li> <li>• Incident Report completed for all relevant occurrences</li> </ul>

### Core Competencies, Skills and Experience

<b>PEOPLE</b>	
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Uses appropriate styles and methods/mediums for the particular audience</li> <li>• Uses positive and inclusive communication techniques</li> <li>• Gathers and disseminates information appropriate for the team</li> <li>• Messages delivered are clear and articulate</li> <li>• Influence and negotiate effectively</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Actively promotes the St John values and positive culture</li> <li>• Participate and contributes to the development and success of the team</li> <li>• Values contributing to teamwork in order to achieve goals</li> <li>• Foster a team environment, welcoming co-operation and collaboration</li> </ul>
<b>SERVICE DELIVERY</b>	
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Develops and sustains productive internal and external customer relationships</li> <li>• Understand and is responsive to customers' objectives and needs</li> <li>• Readily readjusts priorities to respond to changing customer demands as appropriate</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• Uses logical reasoning to work through issues</li> <li>• Identifies pragmatic well rounded solutions</li> </ul>

	<ul style="list-style-type: none"> <li>View problems as challenges for generating new ideas</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>Considers different perspectives when making decisions</li> <li>Decision are clear, consistent and transparent</li> <li>Distinguishes relevant from irrelevant information</li> <li>Decisions are made in a timely manner</li> </ul>
<b>CONTROLS</b>	
<b>Managing Risk</b>	<ul style="list-style-type: none"> <li>Takes actions in which the benefits to the efficiency and effectiveness of clinical service delivery are weighed against potential risk</li> <li>Contributes to prevention and detection internal controls for team</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>Applies continuous improvement principles consistently</li> <li>Is aware of and undertakes training to enhance and support continuous improvement efforts</li> <li>Strives for efficient, effective high quality performance in self</li> <li>Takes initiative to make improvements</li> </ul>

### Job Specific Competencies, Skills and Experience

<b>Experience</b>	<ul style="list-style-type: none"> <li>Minimum 12 months' experience working in the role of an Ambulance Officer or equivalent</li> </ul>
<b>Qualifications – Essential</b>	<ul style="list-style-type: none"> <li><u>Ambulance Officer</u> – Certificate IV in Health Care (Ambulance) or higher qualification</li> </ul>

### General Position Information

These are casual positions. Hours of work will vary and will require the incumbent to work weekends and after hours. Flexibility is a requirement of these positions to meet the demands of the role.

### J&PS Review and Acceptance

<b>Job Holder</b>	Name: Signature: Date:
<b>Supervisor / Manager</b>	Name: Signature: Date: