



**Ambulance**  
Victoria

Inter-Professional Graduate Program

# Position Description for the Paramedic



# Position description

## Position details

**Title:** Graduate Ambulance Paramedic

**Division:** Emergency Operations

**Department:** Emergency Operations

## Position scope

**Enterprise agreement:** Ambulance Victoria Enterprise Agreement 2015

**Budget responsibility:** Nil

**Authority level:** Nil

## Relationships

**Reports to (role):** Allocated Team Manager

**Direct reports:** Nil

## Key Internal / External Contacts

**Internal:**

Paramedic Educators, Team Managers, Group Managers, Regional Managers, Duty Team Manager, Rosters Department, Quality & Education Services Division, Clinical Support Officers, Ambulance Victoria (AV) Paramedics and other AV employees

**External:**

Patients, relatives, hospital staff, medical practitioners, community services, Health Services Education Staff, other emergency services staff and members of the public

## Primary objective

To undertake and successfully complete all stages of the theory, driving and on-road practical skill component of AV's Inter-Professional Graduate Program (IPGP) as determined by AV's Quality & Education Services Division. To provide pre-hospital care and treatment for sick and injured people through attempting to stabilise and/or improve the patient condition in preparation for and during transportation to hospital.

## Commuted availability allowance

N/A

## Minimum behaviours to be demonstrated:

This role typically operates within the **Tactical Execution** work level (Refer to AV's Behavioural Capability Framework for full details)

Competency	Description of competency
<b>Focusing on safety</b>	Identifies and corrects conditions that affect patient/self and colleague safety. Upholds safety standards.
<b>Managing work</b>	Effectively manages own time and resources to ensure that work is completed efficiently.
<b>Identifying issues</b>	Identifies and understands risks, issues, problems and opportunities; makes timely decisions, involves others as required. Considers the impact of decisions on patient outcomes.
<b>Patient and customer focused</b>	Meets patient and customer needs; takes responsibility for patient and customer satisfaction and clinical outcomes. Uses appropriate interpersonal techniques to resolve difficult patient and customer situations and retain patient and customer confidence.



Competency	Description of competency
<b>Collaborating</b>	Works effectively and cooperatively with others. Establishes and maintains effective working relationships.
<b>Communicating clearly</b>	Uses clear and appropriate language in a way that is tailored to the audience.
<b>Continuous learning</b>	Actively identifies new areas for learning; regularly creates and takes advantage of learning opportunities; applies newly gained knowledge and skills on the job.
<b>Adaptability</b>	Maintains effectiveness when experiencing changes in work responsibilities or environment. Adjusts effectively within new structures, processes, requirements or cultures.
<b>Professionalism</b>	Adopts a principled and professional approach to work and in own dealing with patients, colleagues, teams and stakeholders. Makes decisions without favouritism or bias and encourages others to do the same.
<b>Self awareness</b>	Demonstrates an awareness of own strengths and development needs and the impact of own behaviour on others. Is open to feedback and opportunities to develop new capabilities and skills.
<b>Optimism and resilience</b>	Demonstrates an optimistic outlook and positive attitude in the face of difficult or challenging situations. Shows persistence and resilience to achieve work goals. Maintains calm in stressful situations and when dealing with difficult people.

## Equal Employment Opportunity

- Understand, support and adhere to the principles covered in the AV Workplace Respect Policy.
- Lead by example in the promotion and implementation of EEO principles.

## Occupational Health & Safety

- Understand, observe and adhere to all safe working procedures and maintain safe work practices.
- Provide and promote an occupational environment that is responsive to the health, safety and welfare needs of employees, contractors and the general public.

## Key deliverables

Element	Accountabilities
<b>Customer / patient</b> (Achieving satisfactory outcomes through delivering high standards of customer service and patient care)	<ul style="list-style-type: none"> <li>• Under the direction and supervision of the allocated Paramedic Educator, Clinical Instructor or Qualified Ambulance Paramedic, undertake patient care and transport in accordance with AV's Operational Procedures, Clinical Practice Guidelines and Clinical Work Instructions.</li> <li>• Administer medications and other procedures accurately and effectively.</li> <li>• Attend all study days and successfully complete all assessments and course work as per the GAP program.</li> <li>• Communicate effectively and appropriately with patients, relatives, health professionals, members of the public and other emergency services to ensure the best possible care for the patient is achieved.</li> <li>• Ensure all interaction with AV stakeholders including patients, their relatives and members of the public is of the highest professional standard to promote the professionalism and reputation of all Ambulance Paramedics and AV.</li> <li>• Complete relevant documentation to ensure that the organisation's duty of care and reporting requirements are met.</li> <li>• Ensure patient information is confidentiality maintained and protected at all times.</li> </ul>
<b>Process improvement</b> (Improving efficiency or quality of work processes or services)	<ul style="list-style-type: none"> <li>• Comply with all AV policies and procedures as well as legislative and legal requirements.</li> </ul>



Element	Accountabilities
<b>Resources</b> (Driving value in areas such as management or conservation of resources. These include goals that relate to effective management of finances, equipment, property, assets or expenses)	<ul style="list-style-type: none"> <li>Respond to calls in accordance with AV Operational Procedures and organisation response targets to ensure patient needs are appropriately met.</li> <li>Drive AV vehicles in a safe and expedient manner in accordance with AV policy and procedure.</li> <li>Maintain all equipment and ensure vehicle is prepared, maintained and equipped in accordance with AV standards.</li> <li>Assist the Team Manager and team members by undertaking duties to ensure the branch functions effectively at all times. This includes participating in maintaining branch stocks, ensuring the vehicle is kept in a state of readiness and the branch is clean and secure.</li> </ul>
<b>People</b> (Enhancing the ability of people to perform their roles and building a great place to work)	<ul style="list-style-type: none"> <li>Adhere to and ensure adherence to the Code of Conduct for Victorian Public Sector Employees, the AV Workplace Conduct policy, other policies and procedures which incorporates AV's organisational expectations as amended from time to time.</li> </ul>

	Minimum selection criteria	Desirable selection criteria
<b>Qualifications and experience</b>	<ul style="list-style-type: none"> <li>Successful completion of an approved tertiary paramedic qualification or currently completing an approved tertiary paramedic qualification.</li> <li>Full current Victorian Drivers Licence (or interstate equivalent) or a probationary licence where the holder has held a P2 licence for at least 1 year.</li> <li>Basic experience in using Microsoft Office including Outlook, Word and Excel.</li> <li>Medical and physical fitness as determined by AV to safely undertake all ambulance duties.</li> <li>An understanding and ability to complete basic mental arithmetic calculations.</li> </ul>	<ul style="list-style-type: none"> <li>Experience within the Health Community Services or non-emergency transport environment.</li> <li>Ability to speak and understand a language other than English.</li> </ul>
<b>Skills and knowledge</b>	<ul style="list-style-type: none"> <li>Autonomy to work independently towards the completion of work objectives.</li> <li>Integrity to maintain and promote ethical and professional standards including maintaining patient confidentiality and diplomacy in dealing with matters of a sensitive nature.</li> <li>Problem solving to identify issues and react appropriately.</li> <li>Excellent ability to communicate in English verbally and in written material concisely, accurately and comprehensively.</li> <li>Strong reading and comprehension skills.</li> <li>Sound judgement to manage and work in difficult situations effectively whilst maintaining patient care.</li> <li>Competent standard of patient emergency care and clinical knowledge to practice under supervision as part of an emergency ambulance crew.</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>



**Regional Director:** Emergency Services

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