

## **Position Description**

### **PATIENT TRANSPORT OFFICER**

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The role of the Patient Transport Officer is to provide safe transfer of patients to their point of destination ensuring they are provided with the care as requested by the treating facility.

**Vision:**

Health Select will meet and exceed the expectations of our clients through the provision of a high quality customer centric service unparalleled in the marketplace.

**Mission:**

The team at Health Select will realise our vision through the provision of:

1. A focused customer centric service
2. Innovative customer design solutions
3. Purchaser transparency
4. A positive work environment fostering career development through ongoing education
5. Operating in a continual improvement model for the benefit of all key stakeholders

**Goals:**

Patients of Health Select will experience a service that ensures dignified person-centered professional care during transport.

Clients of Health Select will receive a reliable, high quality, customized service tailored to meet all business needs, and exceed all industry standards.

Team members at Health Select will experience pride in working with an organization that provides:

Patients of Health Select will experience a service that ensures dignified person centered professional care during transport.

- Job satisfaction through personal and professional development.
- Rewards and recognition for consistent commitment to best practice standards.
- An environment that acknowledges and promotes the contribution of each member within a dynamic team.

**Values:**

- Integrity
- Compassion
- Loyalty
- Excellence
- Innovation

**Qualifications and Legal Documents:**

- Certificate 111 Patient Transport Officer
- Equivalence to Patient Transport Officer by Department Health and Human Services (if a Paramedic student has successfully passed 1st year)
- HLTA1D007 - Advanced Resuscitation Certificate (within the past 6 months).
- HLTAMB014 - Transporting Non Emergency Patients under Operational Conditions
- Immunisation as per Ambulance Victoria Patient Transport Procedures for NEPT 703 – Personnel Authorisations.
- Police Check (PC) A PC which is dated within the last six months undertaken by an accredited body on the Australian Criminal Intelligence Commission (ACIC) website ([www.acic.gov.au](http://www.acic.gov.au)) - reason for check PTO (Ambulance)
- Current Employee Working with Children Check card plus letter issued by the Department of Justice
- Internal bench marking standards and assessment.

**Responsible To:** Group General Manager

**Review Process:**

Compulsory reaccreditation of competencies:

- HLTA1D007 - Advanced Resuscitation Certificate or Hospital equivalent certificate every twelve (12) months.
- Manual Handling Assessment every twelve (12) months
- Driving Assessment every twelve (12) months
- Compulsory completion of all yearly ClassMarkers

## **Overview of position**

### **Function.**

To provide safe transfer of patients to a designated point of destination ensuring they are provided with the ongoing care as requested by the treating facility.

### **Key Duties.**

- Ensure Patient Transport Vehicle is in a good working order and safe to transport patients.
- Assist the Ambulance Transport Attendant in the safe handling and transfer of the patient to and from, plus into and out of the Patient Transport Vehicle.
- Drive the Patient Transport Vehicle in a safe and courteous manner.
- Assist the Ambulance Transport Attendant in the care and management of the patient as requested.
- Branch Duties as directed.
- Infection Control

### **Key priorities.**

- Maintain clinical best practice standards
- Documentation.
- Quality and continual improvement.
- Ongoing education.

### **Quality Assurance**

- Participate in Continual Improvement.

### **Leadership**

- Promote a professional image of Health Select Group at all times
- Promote and foster a strong team culture

### **Communication**

- Communicate with communications centre in an effective and professional manner.
- Promote effective communication between management, clients and suppliers

## **Occupational Health and Safety**

- Maintain a safe working environment and safe work practices at all times.
- Works in accordance with Health Select OHS Policy.
- Liaises with OH&S Co-ordinator

## **Customer focus.**

- Maintain open and effective communication with all team members and clients.
- Promote good interpersonal and public relations within and outside Health Select.
- Essential Skills and qualifications.