Patient Transport Officer

Recruitment and Selection
# CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>4</td>
</tr>
<tr>
<td>Patient Transport Officer</td>
<td>4</td>
</tr>
<tr>
<td>Advertising</td>
<td>4</td>
</tr>
<tr>
<td>Submitting an application</td>
<td>4</td>
</tr>
<tr>
<td>Progressing to assessment stage</td>
<td>5</td>
</tr>
<tr>
<td>Interview</td>
<td>5</td>
</tr>
<tr>
<td>Competitive candidates</td>
<td>5</td>
</tr>
<tr>
<td>Pre-employment clearance</td>
<td>5</td>
</tr>
<tr>
<td>References</td>
<td>5</td>
</tr>
<tr>
<td>Conduct and service</td>
<td>5</td>
</tr>
<tr>
<td>National Criminal Record Check (NCRC)</td>
<td>5</td>
</tr>
<tr>
<td>Working with Children Check</td>
<td>6</td>
</tr>
<tr>
<td>Health assessment</td>
<td>6</td>
</tr>
<tr>
<td>Medical assessment</td>
<td>6</td>
</tr>
<tr>
<td>Unsuccessful applications</td>
<td>6</td>
</tr>
<tr>
<td>Eligibility list</td>
<td>6</td>
</tr>
<tr>
<td>Letters of offer and conditions of employment</td>
<td>6</td>
</tr>
<tr>
<td>Salary</td>
<td>7</td>
</tr>
<tr>
<td>Contact us</td>
<td>7</td>
</tr>
<tr>
<td>Appendix 1: FAQs</td>
<td>8</td>
</tr>
<tr>
<td>Appendix 2: Form 188</td>
<td>10</td>
</tr>
</tbody>
</table>
CONTENTS

OPERATIONAL RECRUITMENT APPLICATION PROCESS

INTRODUCTION

Thank you for your interest in a career with NSW Ambulance.

NSW Ambulance is an Equal Employment Opportunity Employer and encourages applications from women, Aboriginal and Torres Strait Islander people and people from a range of ethnic, racial and ethno-religious backgrounds.

This booklet provides an overview of our recruitment processes so you have an understanding of the stages we follow once you have submitted your application.

The booklet contains Frequently Asked Questions (page 8) that will answer many of the questions you may have about the application process, but should you have additional queries please contact our Recruitment Officers on (02) 9320 7378 or email job@ambulance.nsw.gov.au.

NSW Ambulance is committed to ‘Closing the Gap’ and Aboriginal and Torres Strait Islander people are encouraged to apply for employment with us. For more information, contact Callista Bryan, Aboriginal Employment Coordinator on (02) 9320 7644 or cbryan@ambulance.nsw.gov.au.

PATIENT TRANSPORT OFFICER OVERVIEW

NSW Ambulance provides, conducts, operates and maintains emergency health transport and patient transport systems for the state of NSW. As a national leader in health related transport services we employ highly motivated men and women with a strong sense of community spirit to train as patient transport officers.

As a patient transport officer you will be responsible for transporting routine and non-emergency patients between health care facilities and private residences. You must be willing to work rostered shifts and be comfortable liaising with ambulance and health care employees, patients and the general public in a calm and professional manner.

ADVERTISING

NSW Ambulance advertises all vacancies through an online recruitment website. Go to https://nswhealth.erecruit.com.au.

Patient transport officer recruitment occurs once a year. From this one campaign, applications are considered and assessments undertaken to create an eligibility list (also known as an EList). Throughout the year, NSW Ambulance uses this eligibility list to fill vacancies for patient transport officer roles.

SUBMITTING AN APPLICATION

Applications for the role of patient transport officer are submitted online at https://nswhealth.erecruit.com.au.

You will be asked to provide:

- A current resume.
- Your response to selection criteria, which means explaining your skills, knowledge and experience that support your application.
- Two (2) referees.

To support your application, you will also need to upload:

- Proof of Australian citizenship or permanent residency (i.e. passport, birth certificate).
- Proof of Australian driver’s licence.
- Completed Form 188 of Vaccination Records (see page 10).
- Current driving history from each country and state you have driven in for the last 10 years.

To successfully progress through the recruitment process, you must be willing:

- To maintain a good driving history.
- To maintain a good level of medical and physical fitness to perform the role of patient transport officer.
- To maintain a current Working With Children Check at all times.
- To obtain an Unrestricted Light Rigid (LR) Licence before starting employment.

It is important to note that if you fail to include any of the documentation required, your application may be delayed. If you are unsure of the requirements contact our Recruitment Officers on (02) 9320 7378 or email job@ambulance.nsw.gov.au.
OPERATIONAL RECRUITMENT APPLICATION PROCESS

PROGRESSING TO ASSESSMENT STAGE

Invitations to participate in online assessments are sent to successful candidates who provide all of the following:

- A resume outlining relevant qualifications and registrations.
- Response to selection criteria that demonstrates skills, knowledge, work experience and driving history.
- Copies of requested information.

The online assessment consists of numerical, verbal and abstract reasoning and measures your capacity to perform higher mental processes including reasoning, memory, understanding and problem-solving.

Access to the assessment will be provided upon payment of approximately $50 to the online assessment provider and the results are forwarded to NSW Ambulance. If your results are considered competitive, you will be invited to attend an interview.

INTERVIEW

An interview is a very important part of the selection process and provides an opportunity for the interviewing panel members to meet with you and discuss the position in greater detail. Your response to the interview questions will enable the interview panel to gain a better understanding of your knowledge, skills, qualifications, abilities and personal attributes. The interview panel will look for a match between your values, personal attributes, the selection criteria, the requirements of the position and NSW Ambulance values.

At the interview, candidates will be required to present original certificates, a consent form for a National Criminal Record Check, and 100 points identification.

COMPETITIVE CANDIDATES

NSW Ambulance undertakes a thorough assessment of competitive candidates’ experience and suitability to the role of patient transport officer. Following the interview, those candidates who have met a suitable standard will be asked to confirm that we can begin pre-employment clearance.

PRE-EMPLOYMENT CLEARANCE

Pre-employment clearance involves satisfactory results for each of the following:

- references
- conduct and service check
- NSW Health Service Check Register
- National Criminal Record Check
- Working With Children Check
- health assessment.

REFERENCES

We will ask you to provide all contact details, including email addresses, for at least two referees. These referees will be contacted to verify the information you have provided and comment on your suitability for the position.

A suitable referee must include a supervisor or manager who has had a close and recent involvement in your work over the past 12 months and who can talk with authority about your skills, qualifications, experience and abilities in relation to the selection criteria.

Referees cannot be related to you by birth, marriage or de facto relationship. You can provide referee details in relation to paid work and/or unpaid volunteer work.

CONDUCT AND SERVICE

At the application stage, you will be required to indicate if you are currently or were previously an employee of NSW Ambulance. If this applies to you, a conduct and service check will be required and a recruitment officer will be in contact with you.

SERVICE CHECK REGISTER

All candidates are checked against the NSW Ministry of Health Service Check Register. If your details are on the register you will be contacted by a recruitment officer.

NATIONAL CRIMINAL RECORD CHECK (NCRC)

All candidates at the interview stage are required to submit a completed NCRC consent form and bring 100 points of original identification for certification. Acceptable identification must include at least one type of photographic identification that contains your signature and date of birth.
OPERATIONAL RECRUITMENT APPLICATION PROCESS

The results of the NCRC will advise NSW Ambulance, of any registrable offences, sexual offences, violent offences, spent convictions, general criminality (drugs, theft, fraud), apprehended violence orders and some driving offences.

We do not normally reject an application solely on the basis of a criminal record. You will be generally given an opportunity to discuss the findings as part of a structured risk assessment.

WORKING WITH CHILDREN CHECK
NSW Ambulance has a legislative requirement to conduct background checks where a role involves contact with children, and the role of a patient transport officer is considered child-related employment.

You must have a current clearance from the Working with Children Check prior to commencing employment with NSW Ambulance, and maintain this during your employment. If you already have a current Working With Children Check then you can provide your Working With Children Check number. The current cost for a Working with Children Check is $80 and paid to the NSW Office of Children’s Guardian.

HEALTH ASSESSMENT
Applicants are invited to complete the health assessment upon successful completion of all other clearances. Health assessments are undertaken by an independent host provider and costs $330.55* excluding GST.

MEDICAL ASSESSMENT
Candidates with pre-existing medical conditions are encouraged to bring medical reports, x-rays or other medical information to assist the doctors in assessing their case. There can be long delays otherwise. Should the medical assessment reveal the necessity for further diagnostic tests, these are conducted through the applicant’s own GP or specialist in order to allow the applicant to be involved in the diagnostic process. Any further diagnostic tests will be at your own expense.

The assessments will include areas such as:
- medical assessment, eye and hearing test
- drug screen (clinic)
- height and weight
- blood pressure screening
- functional movement.

Please note that the assessing practitioners do not make the decision whether or not to employ candidates, they conduct the examination and gather the information.

The provider’s own occupational physicians review the information and then make a recommendation regarding employment as a patient transport officer.

* as at September 2014

UNSUCCESSFUL APPLICATIONS
Your application is one of many. Failure to provide all documentation required, or to address the selection criteria, may delay your application, competitiveness and progression. Applicants are assessed at each stage and successful candidates are added to the eligibility list in order of merit. NSW Ambulance will advise you in writing if you do not progress to the eligibility list.

ELIGIBILITY LIST
NSW Ambulance creates an eligibility list from candidates who have progressed successfully through each stage of the recruitment process. As vacancies arise throughout the year, offers of employment will be made to candidates on the eligibility list in order of merit.

An eligibility list expires after 12 months; however, NSW Ambulance may keep your details for up to six months thereafter. Any candidate on the eligibility list at the time of expiry will be required to reapply should they wish to be considered for the position of patient transport officer.

Candidates may be required to update certificates and/or assessments should they expire prior to being offered a position within NSW Ambulance.

LETTER OF OFFER AND CONDITIONS OF EMPLOYMENT
NSW Ambulance contacts applicants prior to final offers of employment. Offers of employment occur when NSW Ambulance has an available position and identifies you
OPERATIONAL RECRUITMENT APPLICATION PROCESS

as the next meritorious candidate to start as a patient transport officer. A formal letter of offer is typically made six weeks before commencement date with NSW Ambulance. Your conditions of employment may include, and not be limited to, obtaining an Unrestricted Light Rigid (LR) Licence prior to commencement, an updated driving history report and following any recommendations made as a result of your health assessment.

Employment as a patient transport officer will commence with a five week induction course at the NSW Ambulance Education Centre at State Headquarters in Rozelle NSW. Induction will include training to the level of Ambulance First Aid (basic first aid skills) with advanced resuscitation skills, the administering of therapeutic oxygen therapy, and the monitoring of pulse and breathing rates. Upon successful completion of training, patient transport officers receive a Certificate III in Non-Emergency Client Transport (VETAB accredited), and have the opportunity to work in the greater Sydney metropolitan area, providing a wide range of transport services to our diverse group of patients.

SALARY

As a patient transport officer you will start on a salary of $48,124 per annum*, plus annual leave loading and employer’s contribution to superannuation. Patient transport officers may earn more depending on shift penalty rates are paid in addition to base salary.

All related conditions and entitlements of the Operational Ambulance Officers (State) Award can be accessed on the NSW Health website, www.health.nsw.gov.au/careers, under remuneration and conditions.

*as at July 2014

CONTACT US

Recruitment officers are happy to help you make this an easy process. If you require further information, phone NSW Ambulance Recruitment on (02) 9320 7378 or email job@ambulance.nsw.gov.au.

To find out more about NSW Ambulance visit our website at www.ambulance.nsw.gov.au.

Aboriginal and Torres Strait Islander people are encouraged to contact Callista Bryan, Aboriginal Employment Coordinator on (02) 9320 7644 or cbryan@ambulance.nsw.gov.au.
APPENDIX 1: FREQUENTLY ASKED QUESTIONS

WHEN CAN I APPLY?
Applications for the role of a patient transport officer open on Tuesday, 14 October 2014 and close on Tuesday, 28 October 2014 via http://nswhealth.erecruit.com.au.

WHAT ARE THE SELECTION CRITERIA?
The selection criteria are up to eight essential requirements for the role of patient transport officer and will be used to determine if you are the best person for the position. You should clearly and concisely address each selection criterion. This means that you will need to include written evidence of what you have done to demonstrate that you have met the criterion.

e.g. Demonstrates customer service: “I have worked in the hospitality industry for five years providing customer service and received letters of thanks from customers for my service and assistance.”

WHAT IF YOU DON’T HAVE YOUR VACCINATION RECORDS?
Under NSW Health Policy, all patient transport officers must comply with occupational assessment, screening and vaccination against specified infectious diseases.

Form 188 contains information about the vaccination records you must provide to be eligible to apply (with the Hepatitis B vaccination, only the first dose is required at application stage). You may wish to ask your doctor to provide you with written documentation and completion of Form 188 to verify you are protected against the following infectious diseases:

- diptheria/tetanus/pertussis
- measles/mumps/rubella
- chicken pox
- TB screening
- hepatitis B.

Hepatitis B requires:
1. As a minimum, evidence you have received the first dose of the vaccination must be provided before application closing date.
2. Evidence you have received the second dose must be provided prior to commencing employment.
3. Third dose evidence must be provided within the first six months of employment.

If you cannot provide these vaccination records at application stage, we cannot consider your application.

WHAT TYPE OF DRIVER LICENCE DO I NEED?
Holders of a green Provisional (P2) driver licence and unrestricted are eligible to apply. An unrestricted Light Rigid Licence is required prior to commencing employment.

HOW MANY TRAFFIC INFRINGEMENTS AM I ALLOWED TO HAVE?
No more than six demerit points lost in the past three years and no cancellation of your licence in the previous two years. In addition, NSW Ambulance will consider all convictions, particularly those relating to driving regardless of when it occurred.

WHAT ARE SOME KEY TERMS I NEED TO KNOW?
Selection or Interview Panel: At the interview stage, this is a panel comprised of three or more panel members with knowledge and/or experience of the position and its requirements, who will assess all applications and make recommendations on whether your application meets the selection criteria and moves to the next stage of recruitment. You will meet the panel at the interview stage.

Eligibility List (EList): This is a list of successful candidates, in order of merit, that determines who is offered employment before another candidate. An eligibility list from a recruitment campaign is kept for 12 months.

WHAT COSTS WILL I HAVE TO MEET DURING THE RECRUITMENT PROCESS?
Costs are indicative, may be subject to change and are based on information at the current time of print (September 2014).

See Table A below for costs.

WHERE DO I OBTAIN THE CONSENT FORM FOR NATIONAL CRIMINAL RECORD CHECK (NCRC) AND 100 POINTS ID?
You can download these forms when you submit your application. Both forms are located under ‘Interview Kit’. We also send these forms as part of your confirmation of interview.
APPENDIX 2: FREQUENTLY ASKED QUESTIONS

WHAT INFORMATION IS PROVIDED TO NSW AMBULANCE ABOUT MY HEALTH ASSESSMENT?
NSW Ambulance receives a ‘fit slip’ if you meet all the requirements of the health assessment. A ‘fit slip’ is a signed form by the medical practitioner employed by the host provider stating you are fit to do the role of patient transport officer. The host provider may seek further information from you or your specialist to determine your overall fitness and health. Any conditions that you must adhere to, to support your potential employment, may become a condition of employment.

WHAT IF I AM UNSUCCESSFUL IN THE RECRUITMENT PROCESS?
You can reapply when applications are accepted again. This advertisement occurs at least once each year. The profile you create to submit your application has an option to send email notification of advertised positions available in NSW Ambulance, including trainee control centre officer, trainee paramedic and corporate positions.

WHERE ARE THE VACANCIES LOCATED?
The greater majority of patient transport officer vacancies occur in the greater Sydney and metropolitan areas. Movement to the Newcastle and Illawarra areas is by responding to internally advertised vacancies. Officers are selected for transfer via an internal merit selection process. Successful applicants must be prepared to relocate (at their own expense) or commute to their appointed station.

COSTS ASSOCIATED WITH APPLICATIONS FOR PATIENT TRANSPORT OFFICER RECRUITMENT*

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<th>SELECTION PROCESS</th>
<th>TYPE</th>
<th>COST PAID DIRECTLY TO:</th>
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<td>Application</td>
<td>Certified Driving Record – all states and countries you have driven in for 10 years</td>
<td>$29+ in NSW Roads and Maritime Services (Note: the driving record available online will not be accepted. You must submit the Certified Driving Record.) Cost varies per provider</td>
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<td>Vaccinations</td>
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<td>Assessment</td>
<td>Online assessment</td>
<td>$50 Assessment provider</td>
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<td>Interview</td>
<td>Any travel</td>
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<td>Pre-employment clearance</td>
<td>Working with children check</td>
<td>$80 NSW Office of Children’s Guardian</td>
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<td>National Criminal Record Check</td>
<td>Nil</td>
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<td></td>
<td>Health Assessment: inclusive of medical and physical fitness assessment</td>
<td>$330.55 + GST Host provider</td>
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<td>Offer</td>
<td>Unrestricted Light Rigid Licence required prior to commencement of employment.</td>
<td>$750+ Roads and Maritime Services and provider</td>
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*Current as at September 2014
Occupational Assessment, Screening & Vaccination Program Verification Form

Name:  
Date of Birth:  
Home Phone Number:  

Country of Birth:  
Email Address:  
Mobile Phone Number:  

Residential Address:  
Name of University:  
Student Number:  

NSW health care workers must be protected against some specific infectious diseases because of both OH&S and Patient Safety risks. The requirements listed below are NSW Ministry of Health policy and all Ambulance employee and clinical placement applicants must provide evidence of compliance with the listed criteria. Compliance with these requirements also provides additional public health benefit. Please complete the questionnaire below and provide all evidence as an attachment.

Acceptable evidence includes blood test results or copies of vaccination records or cards. Statutory declarations are not acceptable. Attach the evidence to this form.

You may need to visit your GP to complete all aspects of this program.

☐ You must have had an ADULT dTpa (diphtheria / tetanus / pertussis) booster vaccination. Attach a vaccination record. (A blood test is not acceptable evidence. An ADT vaccine is not acceptable – the vaccine must contain pertussis/whooping cough.)

☐ You must have completed a hepatitis B vaccination course suitable for the age that you had it (ie 2 doses if given to you as an adolescent, or 3+ doses for any other age). Attach the vaccine records OR provide as much information as you know about when or where you had the vaccine course.

☐ After the complete hepatitis B vaccination course, you must have had a blood test “for immunity” to determine if the hepatitis B vaccination was successful. Attach a copy of the blood test result (hepatitis B Surface Antibody is the name of the correct test).

☐ Measles Mumps Rubella (MMR) - if your year of birth is 1966 or after, either attach records for 2 doses of MMR vaccine given at any stage of your life (minimum 1 month apart), or copies of positive immunity blood test results for Measles, Mumps and Rubella. If your year of birth is before 1966, disregard this MMR section.
Have you had **Chicken Pox** at any stage in your life (circle correct answer)? YES  NO  DON'T KNOW
a. If YES, Move on to the Tuberculosis section
b. If NO or DON'T KNOW, has a doctor ever diagnosed you with shingles? YES  NO
c. If YES, move on to the TB section
d. If NO, either attach records for 2 doses of chicken pox vaccine given minimum 1 month apart, or copies of a positive immunity blood test result for chicken pox (varicella Zoster IgG).

**Tuberculosis (TB) Assessment Tool**
- Have you ever had TB Screening?  YES  NO  (If yes please attach record)
- Have you ever had contact with a person known to have TB?  YES  NO  (If yes, please provide details)
- Have you ever lived or travelled overseas?  YES  NO  (please include countries where you have spent more than 3 months cumulatively)

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<th>COUNTRY</th>
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- Are you currently suffering any symptoms of active Tuberculosis? (If YES please provide additional details)
  - Coughing for longer than 2 weeks?  YES  NO
  - Coughing of blood  YES  NO
  - Fevers / Chills / Temperatures  YES  NO
  - Night Sweats  YES  NO
  - Fatigue / Weakness  YES  NO
  - Loss of Appetite  YES  NO
  - Unexplained Weight Loss  YES  NO

**Final Instructions** – please carefully check the listed requirements and your attachments. Ensure that all criteria are addressed and that evidence is provided where required. **Ensure your name is on all attachments.** (Provide copies only and keep your originals.)

Sign and date the form below.

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<th>Name:</th>
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**Employee applicants** - forward this form with attachments to Recruitment

**University Clinical Placement Applicants** - forward this form and attachments to your University Clinical Placement Administration Officer.

Page 2 of 2