Introduction

Thank you for your interest in a career with the Ambulance Service of New South Wales.

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

The Frequently Asked Questions on page 7 should answer many of the questions you may have about the application process but should you have additional queries please feel free to call one of our Recruitment Officers – contact details are on page 6.

Are you ready to apply?

☐ Do you hold an Unrestricted Drivers Licence?
☐ Are you willing to gain an Unrestricted Light Rigid Drivers Licence as a condition of employment?
☐ Have you been vaccinated against the following diseases (see Form 188 on page 8 of the application form):
  − Diptheria, Tetanus, Pertussis
  − Measles, Mumps, Rubella
  − Hepatitis B (first dose required before you can apply)
  − Chicken Pox
  − Tuberculosis
☐ Have you considered relocating to any part of New South Wales as required for the job?
☐ Do you have a good level of medical and physical fitness to perform the role of a Trainee Paramedic?
What are the stages of the Selection Process?

1. Application is received complete with items from checklist
2. Occupational Suitability Testing
3. Interview
4. Health Assessment
5. Working with Children Check
6. Referee and Conduct and Service Checks

If you are SUCCESSFUL you will be placed on the Eligibility Waiting List and may receive a Letter of Offer for Employment for a vacancy which arises within 12 months of applying.

If you are UNSUCCESSFUL this year you will receive a letter advising you that your application will not be progressing further.

Selection Criteria for Trainee Paramedics

1. Effective written, verbal and non-verbal communication skills, including excellent customer care skills for a diverse range of clients.
2. Ability to work independently and in a team environment to manage both emergency and routine work.
3. Planning and organising skills to effectively manage own time and prioritise workload, with the ability to manage stress and maintain performance under pressure without negative impact on self or others.
4. Computer literacy and demonstrated ability to learn and operate new software.
5. A high standard of medical fitness, physical fitness and strength appropriate to perform the requirements and duties of the position.
6. Holding as a minimum, a manual Australian Unrestricted Driver’s Licence, upon application and holding as a minimum prior to commencing employment, a Light Rigid Driver’s Licence.
7. A good driving history with a loss of no more than 6 demerit points in the last 3 years and no licence cancellation in the previous 2 years. In addition, Ambulance will consider all convictions, particularly those relating to driving while under the influence of drugs or alcohol, speeding, reckless driving, dangerous driving or those leading to loss of licence regardless of when it occurred.
8. Evidence of protection against the following infectious diseases:
   - Diptheria/Tetanus/Pertussis
   - Hepatitis B (the first dose is required by the closing date of application)
   - Measles/Mumps/Rubella
   - Chicken Pox
   - Assessment of Tuberculosis (TB) status

Please see Form 188 on page 8 of the application form.
Trainee Paramedic Application Information Booklet

Our Selection Processes

**Application Stage**
Your application will determine if you are invited to progress further in the recruitment process. Please be aware that if you fail to include any of the certified copies of information required, your application may be excluded at this stage. Complete the application form, attach certified copies of the information required and post or hand deliver to the Operational Recruitment Section.

Your entire driving record will be assessed to determine whether your application will progress to the next stage.

**Occupational Suitability Testing Stage**
The occupational suitability tests are conducted to assess language, mathematical and learning ability from each applicant’s knowledge acquired through education, training and life experience. The tests are paper and pencil based. As part of the five hour testing period, all applicants will be required to complete several questionnaires which evaluate an applicant’s suitability for the job.

Applicants should prepare themselves well for testing. Practice tests can be found on the Employment/Paramedic Recruitment/Trainee Paramedic page of our website. Please be aware you must be available to attend the nominated testing centre in person on the day and time nominated by the Service. Applicants will be required to produce their Driver’s Licence or Passport as proof of their identity.

**Interview Stage**
The interview is a very important part of the selection process. Interviews may be conducted by two or more Selection Committee members. 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 panel are looking for a match between your personal attributes, the selection criteria and the requirements of the position. To view the requirements of the position please visit our website at: www.ambulance.nsw.gov.au and read the Position Description and Terms and Conditions documents.

**Preparation**
> The interview questions will be based on the Selection Criteria.
> You may be asked behavioural or situational questions as well. Behavioural questions are specific questions relating to past experience. Situational questions are generally a scenario or situation that require a response of how you might handle the situation.

**Referee and Conduct and Service Check**
Your nominated referees will be contacted by the Operational Recruitment Section to further verify the information you have provided throughout the selection process.

Please provide all phone numbers and email addresses of at least two referees who can be contacted by phone during business hours.

Referees are supervisors or managers who have 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.

Employment can be paid or as a volunteer. Please note, referees cannot be related to you by birth, marriage or de facto relationship.

In addition to this stage of the selection process and prior to an offer of employment, your Human Resource Manager (or equivalent) will be contacted to provide a Conduct and Service Check.

**Interview Tips**
**DO**
> Research the organisation and the position
> Dress neatly
> Arrive early or call if you are delayed
> Relax and be straightforward
> Answer the questions you are asked
> Be honest
> Sell yourself

**DONT**
> Be negative
> Exaggerate
> Speak too little or for too long
Applicants must be prepared to travel to the closest available testing centre. The pre-employment Health Assessment is composed of two parts: the medical assessment and the physical fitness assessment.

**Medical Assessment**
The New South Wales public expect a high standard of medical fitness from paramedics in order to ensure both public, patient and employee safety. The medical assessment criteria are based on the essential requirements of the position. Consequently, some applicants may have medical conditions that fail to meet the standards set by Ambulance.

Applicants 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, then they are conducted through the applicant’s own general practitioner or specialist in order to allow the applicant participation in the diagnostic process.

Please note that the assessing practitioners do not make the decision whether or not to employ applicants, they conduct the examination and gather the information. The provider’s own Occupational Physicians review the information and then make a recommendation regarding employment in the specified role.

The Medical Assessment will involve a comprehensive clinical evaluation. Actual areas tested include:

- Vision
- Hearing
- Urine analysis
- Range of motion
- Height & weight.

**Physical Fitness Assessment**
The tests you will undertake correlate with a paramedic’s job demands and work postures and will measure the strength and capacity of each joint and its surrounding tissues. Your results will determine whether or not you have the appropriate level of fitness and physical capacity relevant to the demands of the position for which you have applied.

The Physical Fitness Assessment includes:

- Flexibility
- Endurance
- Strength
- Aerobic capacity.
- Power

The assessment is based on a strenuous Step Test which requires participants to step up and down from a 41.3 centimetre high step for three minutes. Applicants are required to maintain a specific rhythm, which is 22 steps per minute for women and 24 steps per minute for men. You can practice this at home. If you find you have to stop or hold onto something to stabilise yourself, this is an indication you need more practice before the test. Blood pressure and heart rate readings are recorded throughout the test.

You should start your training for this physical fitness testing as soon as possible and gradually increase your workload right up until the time of your assessment. Remember that if you stop training you will lose the fitness you have gained. You should always seek medical clearance from your doctor prior to starting an exercise program. If you are unsure of how to train then make sure you seek assistance from a physical fitness expert.

Amulance must be satisfied that employees do not present an unacceptable risk to the organisation, the community or to patients. For this reason, all applicants must consent to a Working With Children Check. Current Patient Transport Officers do not repeat this specific pre-employment check.

During the selection process, you will be requested to authorise Ambulance to conduct this check. There is a legislative requirement to conduct background checks where a role involves contact with children during paid employment, therefore, the role of a paramedic is considered child-related employment. The background check excludes those people with convictions for serious sex and violent crimes against children. The check also includes:

- A national check for Relevant Criminal Records – any sexual offence, any serious violent offences (including neglect, ill treatment or psychological harm to a child), any registrable offence, spent convictions, some driving offences, general criminality (eg DUI, drugs theft etc)
- Relevant Apprehended Violence Orders
- Relevant employment proceedings.

All applicants will be given an opportunity to discuss any matters as part of a structured risk assessment process. No applicant will be rejected solely on the basis of a criminal record without first participating in the risk assessment process.
RECRUITMENT TIMEFRAME
Our selection process is complex often with several hundred applicants and generally takes four to six months. However, if there is a higher than normal response it can take as long as 12 months. You will be notified whether you have progressed. While you may meet the selection criteria, all applicants are being assessed in competition with the other applicants, therefore please do not resign from other employment or make life altering decisions until you receive a formal written offer of employment from Ambulance.

UNSUCCESSFUL APPLICANTS
Applicants who are not progressed will be advised by letter at the relevant stage of the selection process.

Ambulance is unable to provide feedback with regards to testing, interview, referee checks or conduct and service check stages.

SALARY LEVELS
As of 1 July 2010 the base salary levels are:

- **Trainee Paramedic**
  - $48,296
- **Paramedic Interns**
  - $49,664 to $50,618
- **Paramedic (qualified)**
  - $53,869 to $57,756
- **Paramedic Specialists**
  - $62,082 to $65,714
- **Team Leader**
  - $69,006
- **Station Manager**
  - $71,636
- **District Manager**
  - $74,255

In addition, superannuation is paid at 9% of the base salary. Shift penalty rates increase your base salary. For example, first year trainees can earn up to $60,000 which includes the base salary level ($48,296) plus shift penalty rates.

More information, including the Operational Ambulance Officers Award, Position Description and Terms and Conditions can be found on our website www.ambulance.nsw.gov.au. This information is regularly updated.

LETTER OF OFFER AND CONDITIONS OF EMPLOYMENT
Offer of Employment letters are issued by the Operational Recruitment Section approximately four weeks prior to the Induction course commencement date.

Please note the following:

*An offer of employment is subject to your attainment of an Unrestricted Class LR (Light Rigid) NSW Licence or higher licence, before you commence employment.*

For conditions of employment, please refer to the Terms and Conditions for Paramedic document on the website.

SUBMITTING YOUR APPLICATION
We invite you to submit an application. Applications will be accepted until 5pm of the advertised closing date, as stated on our website.

Application forms can be downloaded from our website at: www.ambulance.nsw.gov.au. Please post your complete application to the following address:

Trainee Paramedic Recruitment
Operational Recruitment Section
Ambulance Service of NSW
Locked Bag 105
ROZELLE NSW 2039

Please note: Ensure you include all certified copies of information required (as listed on the application form). Incomplete applications may result in your application being unsuccessful.
DO I HAVE TO PROVIDE WRITTEN ANSWERS TO THE SELECTION CRITERIA?
No, you don’t need to respond to these in your application, however, you will be assessed against all of these criteria at the following stages of selection: submitting your application; Occupational Suitability Testing; Interview; Working With Children Check; Health Assessment; Referee Checks; Conduct and Service Checks. Please provide a brief resume, Driving Record and photocopies of your Driver’s Licence and Birth Certificate. You may also submit copies of education results and qualifications in support of your application.

WHAT HAPPENS IF I DON’T HAVE MY VACCINATION RECORDS?
You will need to be vaccinated by the closing date for applications to be eligible to apply (with the Hepatitis B vaccination, the first dose only is required by this date). Form 88 on page 8 of the application form contains information about the vaccinations you require. Bring this to your Doctor and ask your doctor to provide you with written documentation to verify you are protected against the following infectious diseases:
- Diptheria/Tetanus/Pertussis
- Measles/Mumps/Rubella
- Chicken Pox
- TB screening
- Hepatitis B:
  - minimum of 1st dose evidence must be provided before application closing date
  - 2nd dose evidence must be provided prior to commencing employment
  - 3rd dose evidence must be provided within first 6 months of employment.

There are a limited number of positions so to avoid disappointment please complete your vaccination straightaway.

WHY AND WHEN DO I NEED TO GET AN UNRESTRICTED LR LICENCE?
You will need an Unrestricted LR (manual) driver’s licence in order to drive Ambulance vehicles. The cost of obtaining this licence can be approximately $700. We will advise you to obtain this when we write to you to offer you employment.

DO I GET A CHOICE WHERE I WILL BE LOCATED?
You will be initially appointed to a training area – this is generally within the Sydney metropolitan area but can include regional areas. Then in the second year, prior to undertaking the Inservice 1 course, Ambulance will give you the opportunity to express a preference for locations which have been deemed to be priority vacancies – these are located in rural areas. Ambulance will try to fulfil your preferences but you could be posted to any location within the State where there is a Service requirement. This is something you may need to carefully consider before applying for a Paramedic position.

ENGLISH IS MY SECOND LANGUAGE – WHAT LEVEL OF ORAL SKILL IS REQUIRED?
Paramedics need to be clear and effective communicators so your communication skills in English will be assessed during the selection process. Applicants who have more than one language are encouraged to apply.

HOW MUCH DO PARAMEDICS GET PAID?
See page 6 of this information booklet for salary levels.

AM I TOO OLD OR TOO YOUNG TO BE A TRAINEE PARAMEDIC?
There is no age restriction. Applicants do, however, need to satisfy Ambulance’s mandatory licence requirements (i.e. unrestricted driver’s licence) and the health assessment.

WHAT IF I DON’T CURRENTLY MEET THE SELECTION CRITERIA? IS THERE ANYTHING YOU RECOMMEND?
Your future career in the Ambulance Service of NSW is important to us. We recommend courses in pre-hospital care or paramedical studies such as those offered by Charles Sturt University (Bathurst, NSW) and University of Tasmania (Rozelle campus, Sydney). We also recommend professions that help you to understand and meet our selection criteria which includes, but are not limited to, nursing and customer service.

HOW LONG DOES THE RECRUITMENT PROCESS TAKE?
Our selection process is complex often with several hundred applicants and generally takes four to six months. However, if there is a higher than normal response it can take as long as 12 months. You will be notified whether you have progressed. While you may meet the selection criteria, all applicants are being assessed in competition with the other applicants, therefore please do not resign from other employment or make life altering decisions until you receive a formal written offer of employment from Ambulance.
Ambulance website
Find out more about Ambulance at our website:
www.ambulance.nsw.gov.au

For more information:
If you have any enquiries about working for Ambulance, you can contact a Recruitment Officer on Tuesdays and Thursdays between the hours of 12 midday to 2 pm on ph: (02) 9320 7378 or anytime by email at: job@ambulance.nsw.gov.au