



**Ambulance Service  
of New South Wales**

# **PATIENT TRANSPORT OFFICER**

## **2008/9**

### **Application Information Guide**

**Note: Holders of Green Provisional 2 (P2) driver's licences are now eligible for employment as Patient Transport Officers!!!**



## **What Are The Stages in the Selection Process?**

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The selection process has been designed to select the best people for the available positions based on merit. The merit principle simply means finding the best person for the job. To achieve this a comparative assessment is made which takes into account the nature of the duties of the position and the relevant selection criteria based on abilities, qualifications, experience and standard of work performance and personal qualities.

To be ultimately successful in your application you will need to progress through all selection stages, and pass each stage before proceeding to the next. Information gathered during the selection stages will be compiled so that the Selection Committee can make a comparison of all applications.

### **THE SELECTION CRITERIA**

1. Australian Citizenship or Permanent Residency.
2. Green Provisional (P2) or Unrestricted NSW LR (Light Rigid) driver's licence or the ability to obtain this licence 4 weeks prior to commencing employment.
3. For unrestricted licence holders – no more than 6 licence points lost in the past 3 years & no cancellation of licence in previous 2 years.  
For green Provisional (P2) licence holders – a 'clean' driving record with no traffic infringements whatsoever.
4. A standard of medical/physical fitness and strength appropriate to perform the physical activities and duties of a Patient Transport Officer as assessed by ASNSW.
5. Proven effective written and verbal communication skills.
6. Excellent interpersonal skills.
7. Experience working as an effective member of a small team with limited supervision.
8. Ability to plan, organise and meet daily work deadlines.

#### **NOTE:**

- The Ambulance Service will consider all convictions, particularly those relating to driving whilst under the influence of drugs or alcohol, speeding, reckless driving, dangerous driving or those leading to loss of licence – regardless of when it occurred.

### **Stage One – Application**

Your application will determine if you are invited to progress further in the recruitment process. The most competitive applicants will be called to attend aptitude testing where further assessments of your suitability for the position will be made.

### **Stage Two – Aptitude Testing**

The aptitude tests are conducted to assess language, mathematical and learning ability from each applicant's knowledge acquired through education, training and life experience. The tests have the ability to determine the capacity of an applicant to learn new skills, adapt to new situations, demonstrate a capacity to solve problems, perform self-appraisals and assess their own confidence. The aptitude tests are paper based. As part of the testing, a number of questionnaires are included. This psychological test evaluates an applicant's behavioural and attitudinal profile.

Applicants must be available to attend the nominated testing centre in person on the day and at the test time nominated by The Service. Applicants will be required to produce their driver's licence as a proof of their identity.

**Applicants whose aptitude testing results are not competitive will be advised by letter and no further feedback will be provided.**

## Stage Three – Interview

The interview is a very important part of the selection process. **You will be short-listed for interview on the basis of your aptitude testing results.** You will be notified of the time, date and venue.

**The Interview Panel will consist of generally 2 people but can be 1 person from the professional staff at ASNSW; all final decisions will be made however, by a selection panel of two people or more.** The panel will ask you a series of questions and your responses to these questions will enable the panel to gain a better understanding of your knowledge, skills, qualifications, abilities, and personal attributes. The panel is looking for the match between these attributes, the selection criteria and the requirements of the position of Patient Transport Officer.

Think about the questions the interview panel could ask you and what points are important for you to get across to the panel. For example, provide relevant work or life skills examples including achievements, outcomes and initiatives. Also provide any other information you think is valuable to support your application. You may also be asked behavioural or situational questions based on the selection criteria, Behavioural questions are specific questions relating to past experience.

They give the panel a guide to your future performance. Situational questions are generally a scenario or a situation that requires a response of how you might handle the situation. You will be given the opportunity to ask any relevant questions at the end of the interview.

**Applicants whose interview results are not competitive will be advised by letter and no further feedback will be provided.**

### **TIPS** on how to prepare and present yourself at the interview

Job interviews can be quite stressful, but remember that the other applicants are also nervous. It is important that you make a good impression with the information you provide.

#### THINGS TO DO

- ✓ Research the organisation and the position
- ✓ Dress neatly
- ✓ Arrive early or call if are delayed
- ✓ Relax and be straightforward
- ✓ Answer the question you are asked
- ✓ Always be honest
- ✓ Sell yourself

#### THINGS NOT TO DO

- X Be Negative
- X Exaggerate
- X Speak too little
- X Speak for too long

## Stage Four – Pre-employment Driving assessment

Driving is a significant part of a Patient Transport Officer's work. Workplace driving situations can be very demanding. A Patient Transport Officer requires the skill and judgement to manoeuvre accurately in places where there is not much room. They must also be able to drive well in demanding situations yet remain extremely safe.

Although licenced, some people are not suited to this type of driving. They might not have the core skills or perhaps they do not have a strong enough sense for keeping people safe. These attributes cannot be quickly learned.

You will be assessed on your core driving skills, your ability to apply the road rules and your sense of safety. Your driving assessor will use five criteria to judge your driving: fluency, control, compliance, care and self-awareness.

To practise for the assessment, read each of the assessment criteria. Simulate an assessment situation, including tight manoeuvres and reversing, and judge your performance. A friend may like to help you.

Don't assume that you know the road rules. Obtain a copy of the current Road Users Handbook from the NSW Roads & Traffic Authority and revise it. Don't skip over things like the parking requirements and how to use your indicators. These types of things will be assessed during the practical assessment.

When you drive, practise noticing your mistakes and analysing them in front of someone. Tell your passenger what you did incorrectly and what you are going to do to improve. If you end up joining the service, this type of thinking will be important. It will help you develop professionalism.

## Stage Five – First Ranking for Applicants

Are you successful or unsuccessful in your application so far - and what does it all mean? You are now ranked, together with all other applicants, by a combination of your application, aptitude testing results and interview performance. At this stage, you will be advised by letter as to whether you have been successful so far. Competitive applicants are short-listed and will progress to Stage Five. All unsuccessful applicants will be allocated to Category 1,

**Category 1: Unsuccessful** - Unfortunately, on this occasion you have been unsuccessful. You will receive a letter to indicate you have been unsuccessful.

As advised throughout the information guide and selection process the Ambulance Service of New South Wales is unable to provide any further feedback on your aptitude testing results or interview performance.

## Stage Six – Probity Screening

As part of your application and during the interview you are requested to authorise the Ambulance Service of New South Wales to conduct probity screening. This criminal record check will be for a period of five years prior to the date of the check for all general convictions and whole of life for all convictions involving serious matters, children and sexual offences. A check will be conducted with all State Police Services and the Federal Police Service. No applicant will be rejected solely on the basis of a criminal record without being given the opportunity to discuss the matter as part of a structured risk assessment process.

## Stage Seven – Health Assessment

The Pre-Employment Health Assessment is composed of two parts: the medical assessment and physical fitness assessment.

### **MEDICAL ASSESSMENT**

The NSW public demand a high standard of medical fitness from Patient Transport Officers and in order to ensure both public, patient and officer safety, The Service has purposely aligned it's pre-employment health assessment to the guidelines of the Commercial Driver's Medical Examination as required by the Federal Office of Road Safety. In some instances, The Service may also require that applicants meet a standard that is higher than that usually accepted for the Commercial Driver's Medical Examination.

Consequently, applicants may have medical conditions that fail to meet the standards of the Commercial Driver's Medical Examination. It is strongly recommended that all potential applicants view the Commercial Driver's Medical criteria on their website at [www.austroads.com.au](http://www.austroads.com.au) in order to 'pre-assess' your medical fitness for the position prior to submitting an application.

Applicants must be prepared to travel to the closest available medical testing centre. Applicants with pre-existing medical conditions are encouraged to bring medical reports, x-rays or other medical information including the names, addresses and contact numbers of treating specialists to assist the doctors in assessing their case. Should the medical assessment reveal the necessity for further diagnostic tests, where possible, they are conducted through the candidate's own General Practitioner in order to involve the GP in the diagnostic process and allow the candidate participation in the diagnostic process.

It must be noted that the assessing practitioners do not make the decision whether or not to employ, they merely conduct the examination and gather the information. The Provider's Occupational Physicians review the information and then make a recommendation regarding employment to The Service.

The Medical Assessment will involve a comprehensive clinical evaluation of the following:

1. Cardiovascular Conditions
2. Neurological Conditions
3. Respiratory Conditions including severe asthma
4. Vision and Eye Disorders
5. Hearing and Vestibular Function
6. Locomotor Impairment
7. Gastrointestinal
8. Endocrine
9. Genito-urinary
10. Haematological
11. Musculoskeletal (including joint movement) and Neuromuscular Disorders
12. Alcohol and Drugs use (including testing) for illicit and psychoactive drugs
13. Psychiatric Disorders

### **PHYSICAL ASSESSMENT**

The tests you will undertake correlate with an Officer's job demands and work postures, and measures 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 relevant to the demands of the position for which you have applied.

Actual areas tested include:

- Vision
- Hearing
- Urine analysis
- Range of motion
- Lung Capacity
- Blood pressure
- Pulse
- Height & weight

The Physical Fitness Assessment includes:

- ✓ Flexibility
- ✓ Strength
- ✓ Power
- ✓ Endurance

## Stage Eight – Referee and Conduct & Service Check

If you are short-listed following the interview, your nominated referees will be contacted to further verify the information in your application, information gathered during the selection process and information gathered at interview. All information obtained will be assessed in light of the duties for the position.

You must nominate at least two people who can be contacted by phone during business hours. Please provide all applicable telephone numbers (work, home and mobile numbers).

**Referees are preferably supervisors and/or managers who have had a close and recent involvement in your work over the past 12 -18 months and who can talk with authority about your skills, qualifications, experience and abilities in relation to the selection criteria.**

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

**Personal references, including those from current Patient Transport Officers and Paramedics in The Service will not be accepted.**

## Stage Nine – Final Ranking of Applicants

**Category 2: Successful** - Following successful completion of all stages you will be advised by letter that you have been included on the Eligibility Waiting List for Patient Transport Officer positions. Positions are offered as vacancies occur throughout the year. An offer of employment is subject to your attainment of the required **immunisations** and a **Light Rigid Driver Licence** (Manual Specification) or higher NSW Driver's Licence, a minimum of four weeks prior to your commencement of employment.

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## How do I Submit An Application?

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You will need to submit the following component as part of your application for the position  
**Patient Transport Officer:**

- ❖ Application for Employment Form for the position - view [www.ambulance.nsw.gov.au](http://www.ambulance.nsw.gov.au)
- ❖ CERTIFIED Photocopy of your Driver's Licence
- ❖ CERTIFIED Photocopy of your recent driving record – dated with the last 3months from the Roads and Traffic Authority
- ❖ CERTIFIED Photocopy of your birth certificate
- ❖ CERTIFIED Photocopy evidence of Permanent Residency of Australian Citizenship (if born overseas)
- ❖ CERTIFIED Photocopy of your educational results
- ❖ CERTIFIED Photocopy of your trade/or other qualifications
- ❖ A stamped self-addressed envelope (will be returned to applicant to acknowledge our receipt of your application)
- ❖ Four (4) passport size photographs (with the applicants signature on back)

Persons who may certify documents include Justices of the Peace (JPs), legal practitioners, doctors, nurses, dentists, pharmacists, civil marriage celebrant, police officer, teacher employed on a full-time basis at a school or tertiary education institution, fellow of the National Tax Accountants Association.

**Please ensure you have not included any original documents as these cannot be returned to you – submit certified photocopies only.**

## Application Deadline and Address:

**Applications are accepted until 5 pm on the advertised closing date.**

Please post or hand deliver your Application in an envelope marked **Patient Transport Officer Recruitment**, *Private and Confidential* to the appropriate address below:

### Postal Address:

Recruitment Unit  
Ambulance Service of NSW  
State Headquarters  
Locked Bag105  
ROZELLE NSW 2039

### Physical Location:

Recruitment Unit  
Ambulance Service NSW  
State Headquarters  
Balmain Road  
ROZELLE NSW 2039

## FREQUENTLY ASKED QUESTIONS

### **1. How many positions are available?**

The number of vacancies vary with each intake, however, there are usually ten to twenty vacancies in each intake, with usually two intakes a year. An Eligibility Waiting List is created for those who qualify.

### **2. Where are the vacancies located?**

The Patient Transport Officer vacancies are located at Summer Hill in Sydney. 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 commute or relocate closer to Summer Hill.

### **3. As a Trainee Patient Transport Officer, when do you start getting paid?**

When you commence your initial training as a permanent full-time employee you are paid fortnightly.

### **4. Why do I need to do a driving assessment when I already have a licence?**

Driving is a significant part of a Patient Transport Officer's work and workplace driving situations can be very demanding. Although licenced, some people are not suitable to this type of driving. They might not have well developed core skills or perhaps they do not have a strong enough sense for keeping people safe. Our staff must be able to drive well in demanding situations yet remain safe.

### **5. What type of driver's licence do I need and how many traffic infringements am I allowed to have?**

- Holders of green provisional (P2) driver's licence are eligible for employment providing they have a driving record with no traffic infringements at all.
- Unrestricted licence holders have a different set of driving record criteria ie. No more than 6 licence points lost in the last 3 years & no cancellation of licence in previous 2 years.
- P2 licence holders are able to upgrade their licence with extra training to manual Light Rigid (LR), category (see below)

### **6. Why and when do I need to obtain an LR driver's licence?**

You will need as a minimum, a P2 Provisional Light Rigid (manual) driver's licence in order to drive our patient transport vehicles. The cost of obtaining this can be up to \$700 through private providers. We will advise you to obtain this when we offer you a place on the Eligibility Waiting list.

### **7. Are you too old or too young to be a Patient Transport Officer?**

There is no age restriction. Applicants do however need to satisfy the Service's mandatory licence requirements and the medical/physical assessment.

### **8. How do I become a Trainee Paramedic in the future?**

All Patient Transport Officers are able to apply for Trainee Paramedic positions at any time. However, they must meet all the selection criteria for the position and successfully complete all stages of the selection process.

### **9. How long is the Patient Transport Officer course?**

Patient Transport Officers complete a 4 week course of study at the Ambulance Education Centre (located in Rozelle) which, when successfully completed, results in the award of a nationally recognised, VETAB accredited Certificate III in Non Emergency Patient Transport.

### **10. When should I resign from my other job?**

Do not resign from other employment or make life changing decisions until you receive a formal written offer of employment from the Service, which usually occurs around four weeks prior to the commencement of training.