



Cluster	NSW Health
Agency	NSW Ambulance
Division	Service Delivery
Classification/Grade/	Operational Ambulance Officers (State) Award, Paramedic
Pay Band	Paramedic Intern Year 2
Kind of Employment	Ongoing
Pattern of Employment	Shiftwork, based on a 24 hour/ 7 day a week roster
ANZSCO Code	41 11 11
Location	State-wide ((vacancies are available across NSW)
Date of Approval	June 2016

Primary purpose of the role

Develop, skills and attributes through training, education and work experience resulting in the ability to provide front line out of hospital care, medical retrieval and health related transport for sick and injured people in an emergency and non-emergency setting, accurately assessing and documenting patients' health and medical needs to determine and implement appropriate paramedical care in line with Ambulance policies and procedures.

Paramedics are required to work shifts and are rostered according to demand to provide coverage and service delivery to the community of New South Wales 365 days a year on a 24 hour basis.

Paramedics are first contact clinical care service providers delivering advanced, out-of-hospital, emergency and non-emergency care and specialist transport services. Paramedics work collaboratively with other NSW Ambulance clinical care providers and specialists and other health care and emergency services to provide quality, appropriate, and patient centered care to the public.

Paramedics respond to emergency and non-emergency calls, making significant clinical decisions which may include transporting patients to hospital, as well as utilizing alternative referral pathways to ensure the right treatment is afforded to patients in varied and often complex environments.

Key accountabilities

Develop skills and attributes through training, education and work experience resulting in the ability to undertake the following:

Key Tasks and Responsibilities

- Respond to medical emergencies treating in an appropriate manner, injuries, sudden illness and casualties arising from a broad range of incidents.
- Undertake a thorough clinical assessment of patients to identify illness or injury and plan and initiate appropriate patient management consistent with NSW Ambulance protocols and the Paramedic scope of practice.

- Manage, administer and/or supply medication and treatment according to relevant legislation, regulations, guidelines, policies and procedures to support the provision of the most effective care and treatment to the patient in an ethical and professional manner.
- Consult with the patient to determine how to best meet their needs, providing accurate and comprehensive information in an easy to understand manner to facilitate informed patient decision making.
- Identify broader patient health care issues and make arrangements for assessment by the wider health care team including referring patients to appropriate service(s) in response to identified needs.
- Provide effective care during the transport of patients, including retrieval or escorted patients, suffering from illness, injury or disability which may be physical, mental, acute or chronic to facilitate safe arrival at the required destination.
- Operate ambulance medical equipment and implement medical procedures to provide patient care and treatment in an out of hospital environment consistent with the Paramedic scope of practice.
- Provide ongoing patient care and treatment on arrival at the hospital ensuring care is maintained until formal handover is made to the appropriate personnel. 1) Occupation specific
- Maintain all equipment and vehicles in a state of readiness to ensure the security, safety and maintenance of allocated equipment and goods and support the effective functioning of the station in accordance with NSW Ambulance standards.
- Maintain comprehensive and accurate records of all interactions and outcomes, whilst preserving patient confidentiality to ensure that patient history and record of treatment is available for future reference.
- Engage in self-appraisal including peer, case and performance review, undertake continuous learning and professional development in the maintenance of patient care skills, emergency management, (theoretical and practical) to achieve the ongoing requirements of certification and maintain currency in the evolving evidence based field of out of hospital care.
- Contribute to the development of self and others through clinical supervision, reflective practice and on-the-job teaching in the clinical setting to support the provision of a high standard of patient care in accordance with NSW Ambulance policies and procedures.
- Provide mentoring and coaching to Paramedics, Volunteers and Community First Responders undertaking entry level training, development or remedial programs to facilitate the development of skills where directed.
- Engage in and undertake individual work plans for performance development as required by NSW Ambulance policy.
- Actively contribute to and support the efficiency of Paramedic service delivery through regular attendance at meetings, completion of operational readiness duties and participation in other activities that encourage team unity.
- Act as a role model and preceptor/mentor to Trainee Paramedics, Paramedic interns and newly Qualified Paramedics to share knowledge and develop skills enhancing overall patient care.

Support core NSW public sector values of integrity, trust, service and accountability. You also agree to abide by the Health Records and Information Privacy Act 2002, the Privacy and Personal Information Protection Act 1998 and the NSW Ambulance Code of Conduct.

Key challenges

Paramedics independently make decisions regarding the assessment, diagnosis and implementation of appropriate care for patients in line with NSW Ambulance policies and procedures and the Paramedic scope of practice. Paramedics are required to accurately triage and prioritise patients in accordance with Ambulance policies, procedures and guidelines. This includes:

- Working within the response guidelines to ensure efficient and appropriate response to emergency and non-emergency calls.
- Conducting a thorough patient assessment and obtaining all information necessary to make appropriate clinical decisions consistent with the nature of the situation to manage patients, carers and relatives in distress.
- Promoting a 'whole of health' approach to out of hospital care given the diversity of stakeholders and requirement to work across organisational boundaries.
- Providing quality record keeping for current and future patient care.
- Managing time and priorities given the diverse nature of the role and multiple demands from a range of stakeholders.
- Recognising and managing personal stress and stress in colleagues given the nature of the position and the situations that may impact on it.
- The ability to identify the deteriorating patient and implement appropriate Ambulance procedures to activate or obtain advanced clinical assistance.
- Assessing operational situations in the field, and as a member of a team or individually develop and carry out appropriate plans that ensure efficient management of patients whilst maintaining safe operational practice.
- Provide appropriate support to patients and their families who may be experiencing loss and grief.
- Maintaining clinical and operational standards through ongoing self-directed learning.

Key relationships

Who	Why
Internal	
Control Centre staff	To respond to emergency and non-emergency calls. Provide accurate situation reports following their response and intervention.
Colleagues (Paramedic Specialists and Community First Responders)	Seek input from colleagues to determine and deliver optimal patient care.
External	
Patients, carers and relatives and other emergency and community services	Communicate verbally and sensitively to obtain medical and health information and provide treatment, while taking into account and social, cultural, religious, emotional and communication issues.
Hospital staff, local GPs, private health care facilities and other clinical care providers	Provide succinct handovers
Health professionals, community services, police and other emergency staff	Exchange information, ensuring all patient issues are addressed to facilitate the provision of best possible patient care.

Knowledge, Skills and Experience

The role of Paramedic Intern requires:

- Completion of an undergraduate degree in Para-medicine recognised by the Council of Ambulance Authorities and willingness and capability to undertake the necessary and relevant training and work experience as determined by NSW Ambulance to become a Paramedic.
- Ability to abide by the accepted standards of conduct and performance.
- Computer literacy and use of web based programs.
- Planning and organising skills to effectively manage your time and prioritise workloads, with the ability to manage stress and maintain performance under pressure without negative impact on yourself or others.
- Demonstrated ability to work autonomously and also to develop professional relationships and work collaboratively as part of a team.
- Ability to communicate appropriately with integrity, empathy and respect for ethical and professional standards including patient confidentiality and sensitivity.
- Applying work health and safety policies to safeguard self and others whilst undertaking the responsibilities of the role.
- Analytical capability to assess and evaluate a situation and determine appropriate action whilst also accepting responsibility for the impact of that action.

Focus Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

The level descriptors range from 'Foundational' to 'Highly Advanced', reflecting a progressive increase in complexity and skill. The level descriptors range from 'Foundational' to 'Highly Advanced', reflecting a progressive increase in complexity and skill. Below is the full list of capabilities and the level required for this role. The focus capabilities are in bold.



NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

It is expected that an occupant new to the role is able to demonstrate immediate competence in each of the focus capabilities. The occupant is able to demonstrate competence, at a minimum, to the level indicated.

Focus Capabilities- Paramedic Intern

Capability Group	Capability Name	Level	Behavioural Indicators
 Personal Attributes	Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Keep control of own emotions and stay calm under pressure and in challenging situations
	Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Helps others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
 Relationships	Communicate Effectively	Intermediate	<ul style="list-style-type: none"> • Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
	Work Collaboratively	Foundational	<ul style="list-style-type: none"> • Work as a supportive and co-operative team member, share information and acknowledge others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks
 Results	Plan and Prioritise	Foundational	<ul style="list-style-type: none"> • Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these
	Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit

ROLE DIMENSIONS

Reporting arrangements:

No positions report to this role. This role reports to the Station Officer.

Dimensions:

The role has no financial delegation, budget or staff supervision responsibilities

Essential requirements:

- Completion of an undergraduate qualification in Para-medicine recognized by the Council of Ambulance Authorities
- Unrestricted NSW Driver's License and a good driving history, with the ability to gain a Light Rigid Driver's License prior to appointment
- Australian citizenship or Permanent Residency