



## EMERGENCY OPERATIONS ROLE DESCRIPTION

<b>Role Title:</b>	PARAMEDIC INTERN
<b>Classification Code:</b>	
<b>Position Number:</b>	
	<b>SA Ambulance Service (SAAS)</b>
<b>Division:</b>	Service Delivery
<b>Department/Unit:</b>	Metropolitan / Country Operations
<b>Role reports to:</b>	Metropolitan Team Leader (Paramedic Intern Development Team and Lateral Team) and or Country Team Leader
<b>Role Created/ Reviewed Date:</b>	May 2023
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category</b>	<input checked="" type="checkbox"/> <i>Category A (direct contact with blood or body substances)</i> <input type="checkbox"/> <i>Category B (indirect contact with blood or body substances)</i> <input type="checkbox"/> <i>Category C (minimal patient contact)</i>

### ROLE CONTEXT

#### Primary Objective(s) of role:

- > The Paramedic Intern will deliver the provision of health services and transportation within an emergency service environment whilst under supervision of a nominated mentor to provide best practise out of hospital emergency care to the community.

#### Direct Reports:

- > Nil

#### Key Relationships/ Interactions:

##### Internal

- > Ambulance Officers
- > Clinical Instructors
- > Paramedics/Intensive Care Paramedics
- > Extended Care Paramedic
- > Clinical Team Leaders
- > Area Clinical Team Leaders
- > Clinical Support Officers
- > Operations Managers
- > State Duty Manager
- > Emergency Operation Centre
- > Medstar
- > Clinical Educators
- > Educational Services
- > Administrative Staff

**External**

- > Patients / clients / customers
- > Other Emergency Services
- > Health Service providers
- > Other external agencies

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Understanding and applying evidence based medicine
- > Developing clinical judgement
- > Displaying professionalism in adverse circumstances

**Performance Development**

The incumbent will be required to participate in the organisation's Performance Review & Development Program (PR&D), which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position. This will further require the incumbent to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

**General Requirements:**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- > *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- > *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*
- > *The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.*

**Special Conditions:**

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Children's Protection Act 1993* (SA) must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department of Human Services.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* (SA) or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009*, *Health Care Act 2008*, and *SA Health (Health Care Act) Human Resources Manual* (as applicable depending on type of employment).
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

*Appointment is subject to:*

- > A satisfactory Child Related criminal history screening check obtained through the Department of Human Services prior to commencement of employment and renewed every 3 years thereafter; and
- > A satisfactory National Police Check, Category – Employment/Probity/Licensing and Working with Children/Vulnerable Groups, prior to commencement of employment.
- > A satisfactory medical/physical examination assessment.
- > You holding a driver's license that does not legally restrict your ability to drive an operational ambulance. This must be a South Australian licence, if resident in South Australia (or be in the process of transferring an interstate or international licence to a full South Australian licence within published timeframes)
- > Will uphold the Code of Ethics for the South Australian Public Sector
- > Will uphold the values and principles of the SAAS policy framework
- > Must provide and maintain the immunisation requirements consistent with relevant guidelines for Health Care workers in South Australia
- > Will undertake training as directed to attain or maintain required competency of skills and knowledge applicable to the role
- > Must perform in the relevant 24/7 roster requirements

**Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with, the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men’s violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Key Result Area and Responsibilities**

<b>Key Result Areas</b>	<b>Major Responsibilities</b>
Judgement	<ul style="list-style-type: none"> <li>&gt; Under supervision develop competencies, knowledge and confidence in the application of current relevant clinical practice protocols or guidelines to achieve positive outcomes in line with best clinical practice</li> <li>&gt; Act in accordance with SA Health and SAAS policy framework;</li> <li>&gt; Demonstrate continuous improvement of clinical practice using performance management tools such as Paramedic Intern Clinical Evaluation Reports (PICERs), Student development plans, PR&amp;D.</li> <li>&gt; Demonstrate critical thinking and problem solving methods, utilising operational and technical knowledge</li> </ul>
Knowledge	<p>Successfully complete the following components of the internship</p> <ul style="list-style-type: none"> <li>&gt; All didactic components of the paramedic internship</li> <li>&gt; All on-road supervisory stages of the paramedic internship</li> <li>&gt; All assessment requirements of the paramedic internship including but not limited to E-learning</li> <li>&gt; Proficiently assess and implement clinical practice protocols / guidelines under supervision to provide continuous patient care within the health system</li> <li>&gt; Comply with SAAS performance standards for patient care e.g. on air times, clearance times etc</li> </ul>
Resources	<ul style="list-style-type: none"> <li>&gt; Demonstrate the application of allocated and prioritised resources required for best patient outcomes.</li> <li>&gt; Effectively manage and maintain SAAS assets e.g. vehicles, supplies, medical equipment</li> <li>&gt; Work with other emergency services</li> </ul>
Scene Management and Priority Setting	<ul style="list-style-type: none"> <li>&gt; Demonstrate appropriate scene management strategies</li> <li>&gt; Liaise with other emergency services in the management of the scene</li> <li>&gt; Implement major incident management procedures where required</li> <li>&gt; Direct bystanders, first-aiders and other health professionals</li> </ul>

## OFFICIAL

Legal and Ethical Responsibilities	<ul style="list-style-type: none"><li>&gt; Act with integrity, respect and accountability ensuring the rights of patients are respected</li><li>&gt; Maintain medical confidentiality</li><li>&gt; Comply with the Code of Ethics for the South Australian Public Sector</li><li>&gt; Comply with mandatory reporting requirements.</li><li>&gt; Ensure service delivery meets community expectations and standards</li><li>&gt; In the application of SAAS work and / or while wearing uniform apply common law principles and the highest ethics</li><li>&gt; Undertake driver training and comply with SAAS Driver standards and legislative requirements</li></ul>
Community Care	<ul style="list-style-type: none"><li>&gt; Demonstrate an understanding of the requirements of special needs groups</li><li>&gt; Demonstrate an understanding of alternate treatment pathways</li><li>&gt; Provide appropriate standards of clinical care to all patients</li><li>&gt; Perform as as an integrated part of a state health care system</li><li>&gt; Effectively communicate and legally document community care outcomes</li></ul>
Workforce Health Safety & Welfare	<ul style="list-style-type: none"><li>&gt; Work safely and not place yourself or others at risk.</li><li>&gt; Follow safe work procedures established by SAAS.</li><li>&gt; Follow the WHS&amp;W directions of the relevant manager, team leader or supervisor.</li><li>&gt; Report workplace hazards as soon as possible to your relevant team leader, worksite WHS representative or manager.</li><li>&gt; Report immediately any injury or illness arising from workplace activities.</li><li>&gt; When requested, assist other staff designate and or team leader in a risk assessment of workplace hazards.</li><li>&gt; Wear personal protective equipment (PPE) as required and maintain PPE as directed or required in WHS&amp;W procedures.</li><li>&gt; Use other safety and emergency equipment provided in the workplace as directed.</li></ul>

## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

#### Educational/Vocational Qualifications

- > Registered or eligible for registration as a Paramedic with the Australian Health Practitioners Registration Agency/Paramedicine Board of Australia

#### Personal Abilities/Aptitudes/Skills:

- > Ability to put the patient first and work confidently with people at all levels to achieve good outcomes
- > Ability to remain calm and solve complex problems in stressful situations
- > Ability to listen, show empathy and demonstrate compassion towards vulnerable clients/patients
- > Ability to effectively engage and build trust with people from diverse backgrounds through open and transparent communication and decision making
- > Ability to use sound inter-personal and communication skills, including the ability to communicate both verbally and in writing
- > Ability to demonstrate integrity, honesty, professionalism and confidentiality in all dealings
- > Ability to balance the needs of the patient whilst ensuring appropriate protocols and instructions are followed
- > Demonstrated commitment to continuous learning and embracing new strategies and clinical techniques

#### Experience

- > Experience in meeting competing and changing priorities whilst under pressure
- > Experience in working in a multi-disciplinary team to achieve good outcomes

#### Knowledge

- > SA Ambulance Service and the role and function it holds within South Australia
- > Paramedic Internship and the role of the Paramedic Intern

### DESIRABLE CHARACTERISTICS

#### Educational/Vocational Qualifications

- > Related health qualifications

#### Personal Abilities/Aptitudes/Skills:

- > Ability to prioritise work
- > Clear decision making methodology
- > Ability to demonstrate adaptability and resilience

#### Experience

- > Experience in a health service related role
- > Completion of successful student clinical placements in Paramedical practice or equivalent evidence.

#### Knowledge

- > Current legislation, policies and procedures pertaining to SA Health employees

## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### SA Ambulance Service:

#### SA AMBULANCE SERVICE VISION

At the forefront of care for South Australians

#### PURPOSE

To save lives, reduce suffering and enhance quality of life through the provision of accessible and responsive quality patient care.

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect honesty, respect and integrity for every individual. These values drive how we conduct our business and how we behave. We aim to make the values "live". It is important that we incorporate the values into our behaviour systems and processes.

Australia has one of the most culturally and ethnically diverse populations in the world. Having bi-lingual and bi-cultural employees can enhance the department's ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.



## Values

### SA Ambulance Service Values

<b>P</b>	<b>Patient First</b>	We will put our patients and the care we provide to them first in everything we do
<b>A</b>	<b>Accountability and responsibility</b>	We will be accountable and responsible for our actions and those of others
<b>T</b>	<b>Transparent and open communication</b>	We will communicate openly and transparently with each other and all our stakeholders
<b>I</b>	<b>Integrity and honesty</b>	We will at all times act with integrity and be honest
<b>E</b>	<b>Empowered leadership</b>	We will empower our leaders to deliver high quality services
<b>N</b>	<b>No harm</b>	We will continue to enhance our no harm learning culture where we learn from our mistakes
<b>T</b>	<b>Team work</b>	We will work as a team across SAAS, SA Health and with our partners
<b>F</b>	<b>Flexible and responsive</b>	We will be flexible and responsive to the needs of our patients, staff and stakeholders
<b>I</b>	<b>Innovative and research driven</b>	We will be innovative using research and best practice to drive the services we provide
<b>R</b>	<b>Respect and courtesy</b>	We will act with respect and courtesy towards our patients, each other and all those we work with
<b>S</b>	<b>Safe and high quality</b>	We will offer safe and high quality services to all our patients
<b>T</b>	<b>Trust and confidence</b>	We will act in ways that builds and maintains trust and confidence in our service and in each other

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.



## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Signature:**

**Date:**

### Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	10/07/2018	Minor formatting with order of information amended.
V4	11/07/2018	26/03/2019	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/2019	04/06/2019	Added categories for immunisation requirements on front page.
V6	05/06/2019	08/10/2019	Updated changes to the Criminal Relevant History and Screening.
V7	09/10/2019	03/02/2020	Updated WWCC clause from SA Health and updated the immunisation information/added registration clause in essential criteria for operation roles
V8	04/02/2020		Updated the Paramedic Registration clause in the essential minimum requirements
V9	07/01/2021	02/02/2021	Added integrity statement within the Code of Ethics
V10	16/05/2022	16/05/2023	Updated to version 10.