

Aboriginal Cadetship Program - Patient Transfer Officer

Frequently asked questions

The following provides you with all the information you require to apply for the position of Patient Transfer Officer (PTO). The frequently asked questions are grouped into four specific sections including:

- Part 1: The role of a Patient Transfer Officer (Aboriginal Cadetship Program)
- Part 2: Eligibility and the selection process
- Part 3: The Steps in the Recruitment Process
- Part 4: Offers and Acceptance

Pursuant to Section 56(2) of the Equal Opportunity Act, 1984 only people of Aboriginal and Torres Strait Islander Descent may apply for this role.

Please ensure you have read these questions prior to emailing us with a query.

Part 1: About the Role

1. What is the SA Ambulance Service Aboriginal Cadetship Program?

The Aboriginal Cadetship Program supports our commitment to increasing Aboriginal & Torres Strait Islander participation in our workforce by providing dedicated Patient Transfer Officer positions within SAAS for the specific appointment of Aboriginal & Torres Strait Islander persons. The Cadetship provides culturally and organisationally relevant and supportive framework to assist in the successful transition to the role of Patient Transfer Officer with SAAS, whilst undertaking supported study and workplace orientation.

2. When will SA Ambulance Service be advertising for the Aboriginal Cadetship Program?

Vacancies for the Patient Transfer Officer (Aboriginal Cadetship Program) will appear on the [SA Health Careers Page](#) as well as the South Australian Government's Careers Board – [IWORKFORSA](#). We also advertise via the [State Government's Aboriginal Employment Register](#), as well as in specific Aboriginal media. If you are of Aboriginal or Torres Strait Islander descent, we would encourage you to register your details with the Aboriginal Employment Register. You can access the Aboriginal Employment Register [here](#).

3. What does a Patient Transfer Officer (PTO) do?

The Patient Transfer Officer position responds to requests for non-emergency care and transportation of patients ensuring that appropriate standards of customer service and patient care are maintained. PTO's apply appropriate treatment pathways for patients whilst in transit to ensure that positive clinical outcomes are achieved. PTO's work closely with key stakeholders including hospital staff and nursing home personnel to ensure that patients requiring transportation receive the highest level of service.

As a PTO you will be able to use your knowledge of the resources available to ensure the appropriate treatment of the patient. You will work as part of a multidisciplinary team, utilising your effective communication skills, both written and verbal. You will also use your critical thinking and problem solving to support appropriate patient care.

4. Am I a good fit for this role?

Ask yourself the following questions:

- Am I able to demonstrate customer service skills with the ability to put the patient first?
- Am I able to work confidently with people at all levels to achieve positive outcomes?
- Am I able to remain calm and solve complex problems in stressful situations?
- Am I able to listen, show empathy and demonstrate compassion towards vulnerable clients/patients?
- Am I able to use sound interpersonal and communication skills to communicate effectively with a diverse range of people from different cultures and backgrounds?
- Am I able to work as a member of a team with a strong commitment to teamwork?
- Am I able to demonstrate integrity, honesty, professionalism and maintain strict confidentiality in all dealings with patients?

If you can confidently say yes to the above, we encourage you to apply.

5. Things to consider before applying for this position

- Do I hold a South Australian Drivers Licence that does not legally restrict my ability to drive an operational ambulance?
- Am I willing to complete a Certificate IV in Health Care (Ambulance)?
- Can I work at several metropolitan stations?
- Can I work on a rotating roster, Monday to Friday and the occasional weekend, from 0700hrs to 1630hrs (8.5 hour shifts with half an hour lunch break)?

6. How do I apply for the Cadetship?

The Recruitment system used by the SA Ambulance Service is 'PageUp'. You will need to establish a username and password to access the system and apply for the role. As part of this process you will need to complete a range of mandatory questions as well as upload any relevant documents. Further instructions on applying will be included in the vacancy information (Job Pack). Please ensure you read and follow the instructions.

All correspondence will be sent to you via your PageUp account, so it is important to ensure the email included in your profile is monitored regularly. Failure to monitor your emails or provide a correct email address may impact your application.

7. Is there any support available to assist me with my application and throughout the recruitment process?

Should you require assistance with preparing your application please email our recruitment team at HealthSAASRecruitment@sa.gov.au and we will arrange for our Aboriginal Employment Support Service to make contact with you.

Should you require assistance throughout the selection process, please indicate this by responding Yes to the following question on Page 3 of the Application Form – "Would you like to be contacted by our Aboriginal Employment Support Service to support you through the recruitment process?" We will then arrange for our Aboriginal Employment Support Service to contact you.

8. Does the role require shift work?

Patient Transfer Officers within SA Ambulance Service work a variety of different shifts. There are currently two roster types:

- A) A rotating roster, Monday to Friday with the occasional weekend, 8.5-hour shifts. On this roster you may be scheduled to commence any time from 7:00am to 4:30pm.
- B) A 3-day-on, 3-day-off rotating day/afternoon/night roster, 10.5-hour shifts. On this roster you will be required to work a combination of weekends and weekdays.

The roster configuration is dependent on business needs and the station you are based at. Should your application progress, your location and roster preference will be taken into consideration

9. Where are the positions located?

We endeavour to place workers at a worksite close to their home, however you may be required to work at any metropolitan PTS location. Locations include Elizabeth, Gepps Cross, Fulham, Edwardstown, Glengowrie and Noarlunga.

10. What are my conditions of employment?

You will be employed and paid in accordance with the current SAAS Enterprise Agreement and SAAS Award.

11. Do I need a Driver's Licence?

Appointment is subject to you holding a driver's licence that does not legally restrict your ability to drive an operational ambulance. This must be a full unrestricted South Australian licence if resident in South Australia you must in the process of transferring an interstate or international licence to a full South Australian licence within required time frames.

12. What qualifications do I need?

For this role, you do not require any specific qualifications to be eligible to apply.

13. What is involved in the initial training for the role?

If you are offered a position, you will be required to complete a HLT41115 Certificate IV in Health Care with the SA Ambulance Service. Completing all components of the training generally takes up to 20 weeks. The below program is subject to change and should only be used as a guide only. The program will be completed at the Clinical Education Unit and is outlined below:

Assessment Period	Activities/Assessments
Weeks 1 – 9	Induction Workshop
Weeks 10 – 19	On road placement working with a qualified Ambulance Officer while completing supervised work placement activities
Week 20	Simulation Assessments including Medical, Trauma and Cardiac Arrest scenarios

The training is undertaken during paid time; however, you may be required to complete some study in your own time. Your Trainer will also be able to provide you with support.

14. What other support do I receive if I am offered a Cadetship?

During your cadetship you will be provided access to an operational mentor who will help with your induction and orientation into the workplace. This will be in addition to the support provided by your Line Manager. You will also be provided with support to assist you to complete the training.

15. I have done a similar course; can I apply for Recognition of Prior Learning (RPL)?

Applications for RPL will be reviewed by our Clinical Education Unit. Although RPL may be recognised successful candidates will be required to undertake the training to gain an understanding of the operations specific to SAAS. It also serves as a valuable opportunity to network and develop relationships with new team members.

16. What qualification will I receive?

The qualification you will receive is HLT41115 Certificate IV in Health Care. This is a nationally accredited course.

17. Am I able to take leave during the training period?

You will be required to attend the full training program to enable you to have the skills required to successfully integrate into the workplace. The training program is fast paced, and absences create significant gaps in your learning. If you have leave booked and paid for holidays, please advise the Selection Panel and it may be better for you to consider this role at another time. **Please note** we are unable to change our programs or structures; if you are unable to attend you will not be able to complete the required training.

18. What happens if I cannot complete the training within the required time frames?

There is plenty of time allocated during the training schedule to enable you to complete the required elements of the certificate. If you do require extra time for legitimate reasons this can be negotiated with the Program Development Manager. However, the program is quite rigid to meet organisational training requirements and the availability of staff conducting the training.

19. What support is available during the training?

We endorse a supportive adult learning environment during training however it does rely on you to take ownership of your learning. We have a weekly one on one meeting with you during the initial 6 weeks to ensure we are aware of any issues and to discuss progress. The trainer will also discuss issues with the Program Development Manager to ensure extra support is provided if necessary.

20. Are there costs associated with the Cadetship?

As part of the Cadetship Program, SAAS will provide support for some of the pre-employment processes you are required to complete. This will be explained to you as you progress through the selection process. Please contact the SAAS Recruitment Team at HealthSAASRecruitment@sa.gov.au should you have any queries or concerns throughout the process

Part 2: Eligibility and the Recruitment Process

1. How do I know if I am eligible to apply?

Pursuant to Section 56(2) of the Equal Opportunity Act, 1984 only people of Aboriginal and Torres Strait Islander Descent may apply for this role.

2. I am an overseas applicant; can I apply?

Any candidate who meets the eligibility criteria is entitled to apply for the role. You must have full working rights to be eligible to be offered employment in this role.

3. How do I apply?

The Recruitment system used by the SA Ambulance Service is 'PageUp'. You will need to establish a username and password to access the system and apply for the role. As part of this process you will need to complete a range of mandatory questions as well as upload any relevant documents.

All correspondence will be sent to you via your PageUp account, so it is important to ensure the email included in your profile is monitored regularly. Failure to monitor your emails or provide a correct email address may impact your application.

4. What documentation will I need to include in my application?

When an advert goes live, the attached documents and application form will provide you with a summary of the information and documents you will need to upload as part of your application. You will be required include the following documentation:

- A cover letter of no more than two pages introducing yourself and outlining your skills and experience
- Your updated resume
- The front and back of your Driver's Licence (that does not legally restrict your ability to drive an operational ambulance)

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- Working with Children Check administered by DHS South Australia.
- HLTAID011 – Provide First Aid Certificate
- National Police Check

Should you be selected to participate in an interview, you will be required to provide the original of these documents to the panel for sighting.

5. Do I need to supply referees as part of my application?

Yes, you will need to supply **three referees**, including their email address and contact number. All three referees may be contacted to discuss your suitability for the role. All referees must be **professional** referees and should not be someone that has a personal relationship with you. They must be able to comment on your performance and participation relating to tasks or activities and the application of your skills and knowledge. Referees can be someone that you have a professional relationship with in paid or unpaid employment. We may contact referees at any time during the selection process.

It is essential that you contact your referees prior to nominating them; to seek their permission and to ensure your application includes their up to date contact details. Failing to provide the correct details may impact on the progression of your application.

6. What are the pre-employment and selection criteria for the role?

You will undergo the following pre-employment checks and screening as part of the selection criteria for the role of a PTO:

A) Working with Children Check (WWCC)

Working with Children Check (WWCC). As this role is a prescribed position, you will be required to hold a current WWCC which clears you to work with children. Please note this check must be obtained for paid employment. Volunteer check will not be accepted.

Should you need to apply for a [WWCC](#), you will be issued with a Unique Identifier. This is to be provided to Health.SAASRecruitment@sa.gov.au to allow us to view the progress of your application and be advised when your clearance is available. Further information is available at [Department for Human Services](#) website.

B) National Police Clearance (NPC)

An NPC provides a point in time summary of your Australian criminal history and includes national convictions and certain types of spent convictions. There are various sites that enable you to source your

NPC online. Please [click here](#) to select the accredited body you wish to use to submit your online NPC application. We encourage you to refer to the [SA Police](#) website for further information.

The NPC must be valid from within 1 year of commencement.

A DHS WWCC or an NPC may not be applicable to prospective workers who have not resided in Australia. Therefore, prior to employment for any SA Health position candidates from overseas must provide a satisfactory criminal history record from each of the overseas countries in which they have resided for more than one year within the last 10 years since their 18th birthday.

Overseas criminal history checks conducted by external provider '[Fit2Work](#)' on behalf of AHPRA are accepted by SA Health for overseas applicants. Where only these checks are available, employment must be with the understanding that a satisfactory DHS WWCC or NPC will be provided to SA Health within a reasonable period of no more 12 months of residence in Australia.

A prospective employee or an employee returning to SA Health who has worked or resided overseas for more than one year is required to provide a satisfactory criminal history check from each of the overseas

country/countries where they have worked/resided in within the last 10 years prior to their employment or returning to duties in SA Health.

C) General Reasoning and Psychometric Assessments

You will be required to undertake a verbal, numeric and abstract reasoning assessment which includes a series of multiple-choice questions designed to assess your reasoning skills across these areas. This information is used as part of the selection process. Should you be successful the results of this assessment will be provided to the Clinical Education Team who will support you through your Certificate IV training.

You will also complete the Psychometric Assessment if you are shortlisted. The assessment is at no cost to you but will require you to complete the online assessments. If you are selected to undertake these assessments, you will be sent further information via the recruitment system.

D) Medical and Functional Capacity Assessment

If you are in Australia, our Medical and Functional Testing is completed at Jobfit Australia. In SA, Jobfit has seven clinics located in Wayville, Wingfield, Salisbury, Morphettville, Mt Gambier, Pt Augusta, and Whyalla. Nationally, Jobfit have 48 owned and operated medical clinics with access to over 400 associate clinics.

As part of the Cadetship Program, SAAS will provide support for some of the pre-employment processes you are required to complete. This will be explained to you as you progress through the selection process. Please contact the SAAS Recruitment Team at HealthSAASRecruitment@sa.gov.au should you have any queries or concerns throughout the process

E) Immunisation Requirements

It is a condition of this offer and your employment that you comply with the current immunisation guidelines for as outlined in the SA Health Policy [Addressing vaccine preventable disease: Occupational assessment, screening, and vaccination](#) Failure to achieve and maintain this standard may result in the withdrawal of this offer and or termination of your employment.

Risk Category A (direct contact with blood or body substances) This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category A (direct contact with blood or body substances). [Health care worker immunisation and screening requirements](#)

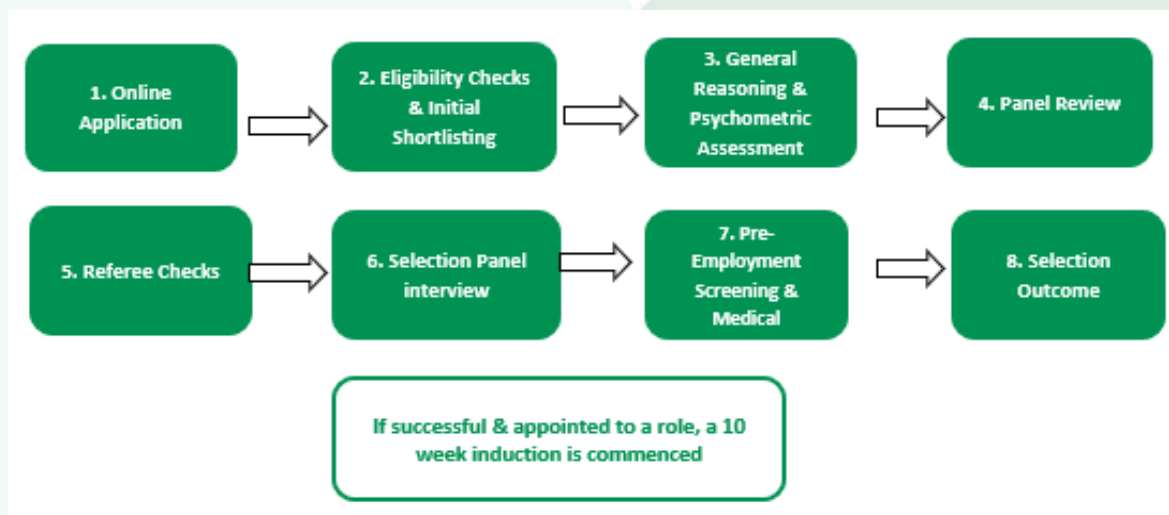
Part 3: The steps in the selection process

There are several steps in the selection process, and the time taken can vary from each stage of the process. This may also be dependent on the number of positions available, and the number of candidates who applied.

It is important that you check your emails regularly, as the process may move relatively quickly, and you may be required to book into the various activities. Ensuring you check your emails regularly will provide you with a greater opportunity to schedule the activities at a time that best suits you.

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The below steps provide you with an indicative overview of the selection process. The process may vary from one campaign to another and the sequence of the below activities may also vary.



7. I haven't heard anything for a while; does that mean I am unsuccessful?

This does not mean you are unsuccessful, rather, that your application remains active due to the selection process still being underway. It is important that you monitor your emails throughout the process as we will advise you via email once a decision or any action is taken on your application.

8. Will late applications be accepted?

Late applications will **not** be accepted under any circumstances.

Part 4: Offers and Acceptance

1. When am I likely to receive an offer if I am successful?

Advice of the outcome of your application will occur once all selection activities have concluded for all candidates and the selection process is finalised. All candidates will be advised of their outcome via email. In the online application process, you can elect to receive SMS notifications when an email is sent to you. You are encouraged to use this option to ensure you review emails promptly.

2. What do I do if I want to decline my offer?

Please advise the SAAS Recruitment Team if you wish to decline an offer made to you. This will ensure that your placement is offered to another applicant. Clear instructions on how to accept or decline an offer will be included in the communication to successful candidates.

3. If I receive an offer but don't respond by the date indicated in the email, will I miss out?

If your response to your offer is not received by the date indicated in your offer, SAAS will withdraw the offer of employment.

4. If I have accepted an offer for employment and am unable to commence, what do I do?

Please notify the SAAS Recruitment Team at HealthSAASRecruitment@sa.gov.au at your earliest convenience indicating you wish to withdraw your application.

5. Will I be notified if I am unsuccessful in obtaining a position?

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If you are assessed as unsuccessful you will be advised of the outcome via email. If you are still interested in becoming a PTO and you meet the eligibility criteria you may wish to reapply for the role when it is next advertised. To ensure you don't miss out on the next intake, ensure you set up a [Job Alert](#).

6. Am I able to obtain feedback on the outcome of the selection process?

You will be advised the reason why you were not successful, however due to the volume of applications received, we are unable to provide you with specific verbal feedback. Applicants who progress to the interview stage will be provided with more detailed feedback should they request it.

7. Still have more questions?

When positions are available and advertised as vacancies, a contact officer will be identified. Should you need to clarify any information, please discuss with the contact officer or email HealthSAASRecruitment@sa.gov.au.