



ROLE DESCRIPTION

Role Title:	Paramedic Intern
Classification Code:	
LHN/ HN/ SAAS/ DHW:	SA Ambulance Service (SAAS)
Hospital/ Service/ Cluster:	
Division:	Metropolitan / Country Operations
Department/Section / Unit/ Ward:	Operations
Role reports to:	Clinical Team Leaders
Role Created/ Reviewed Date:	March 2025
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

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 practice out of hospital emergency care to the community.

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal

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

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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 pre-hospital clinical care
- > Developing clinical judgement
- > Displaying professionalism in adverse circumstances

Delegations:

- > Nil

Key Result Area and Responsibilities

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

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

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 follow appropriate guidelines and instructions to ensure a good patient outcome
- > 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

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act 2016*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act 2016*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > 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* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > 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.
- > 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 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

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.
- > *Work Health and Safety Act 2012* (SA) - maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act 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 for Health Care Workers in South Australia Policy Directive* (Aug 2017).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017* (SA) '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 create an inclusive and responsive environment where Aboriginal and Torres Strait Islander consumers are welcomed, valued and respected for their cultural knowledge and lived experiences. Our commitment extends to enhancing culturally safe workplaces by investing in our Aboriginal and Torres Strait Islander workforce, aligning with the SA Health Aboriginal Workforce Framework.
- > To elevate the cultural capability of our non-Aboriginal staff, ensuring they can drive meaningful improvements in the health system, policies, planning and practices. This ensures our services are responsive to the cultural needs identified by Aboriginal and Torres Strait Islander people.
- > 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.

Performance Development:

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

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise 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.

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

An innovative, patient focussed, technology enabled, evidence driven, emergency response and health care ambulance service; achieved by exceptional people.

PURPOSE

To ensure South Australia thrives by enabling access to emergency and non-emergency ambulance health care and alternative patient pathways while contributing to our State's emergency preparedness and health response capability.

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect patient focused, integrity and honesty, community collaboration, teamwork, respect and courtesy, change ready and authentic leadership. These values drive how we conduct our business and how we behave. We aim to uphold our values every day and recruit to those values. We will ensure we have a culture that is **Respectful, Inclusive, Supportive and Equitable (RISE)**.

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 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.

SA Ambulance Service Values



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 sector 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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined 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	03/05/2024	Added integrity statement within the Code of Ethics
V10	03/04/2024	31/03/2025	Updated SAAS Values
V11	31/03/2025		Minor formatting and revised General Requirements section