

# 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. The frequently asked questions are grouped into three specific sections:

- Information about the role
- Eligibility and the selection process
- Offers and Acceptance

*Please ensure you have read these questions before emailing us with a query.*

## About the Role

### 1. 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. PTOs apply appropriate treatment pathways for patients whilst in transit to ensure that positive clinical outcomes are achieved. PTOs work closely with key stakeholders including hospital staff and nursing home personnel to ensure that patients requiring transportation receive the highest level of service.

### 2. Am I a good fit for this role?

A career as a PTO can be highly rewarding. PTOs must have excellent customer service skills, prioritise patient care, and stay calm under pressure. While the role typically involves low-acuity cases, there may be times when your team is the closest ambulance to a high-acuity emergency. It's important to assess whether you have the skills and temperament to handle stressful situations when they arise.

### 3. 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.

### 4. 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.

### 5. What are my conditions of employment?

You will be employed and paid under the current SAAS Enterprise Agreement and SAAS Award.

### 6. Do I need a Driver's Licence?

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

On application you must supply a coloured copy of your current driver's licence. If you are on a Probationary licence, you are eligible to apply, if you will have your full Driver's Licence at the time of commencement of an internship. You will then need to supply SAAS with another coloured copy of your unrestricted driver's licence.

## 7. What qualifications do I need?

For this role, we require you to have completed or be booked in to complete the HLTAID011 Provide First Aid course to be eligible to progress in the recruitment process.

## 8. What is involved in the initial training for the role?

If you are offered a position, you will be required to complete a HLT41120 Certificate IV in Health Care with SAAS. Completing all components of the training generally takes up to 20 weeks including some self-directed learning and homework assignments. The program will be completed at Clinical Education, located in Salisbury, 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	Assessments including Medical, Trauma, and Cardiac Arrest scenarios

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

Applications for RPL will be reviewed by SAAS's Clinical Education team. Although RPL may be recognised successful applicants 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.

## 10. Who pays for the training?

SAAS will pay all costs associated with the course and the training will be undertaken during paid time. Please note, you may be required to complete some study in your own time.

## 11. 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, holidays scheduled or study commitments, please advise the Selection Panel as it may be better for you to consider this role at another time. 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.

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

There is sufficient 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 relevant Team Leader. However, the program is quite rigid to meet organisational training requirements and the availability of staff conducting the training.

### 13. 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. If necessary, the trainer will discuss any performance concerns with SAAS' Clinical Education department to ensure extra support is provided.

## Eligibility and the Recruitment Process

### 1. When and how will the role be advertised?

Vacancies for a PTO position will appear on the [SA Ambulance Careers](#) page and [SA Health Careers Website](#) as well as the South Australian Government's Careers Board – [IWORKFORSA](#). To ensure you do not miss out, we recommend that you set up a [Job Alert](#) so that you can be advised directly via your email of when we advertise.

You can choose to set up a Job Alert on the SA Health Careers Website or the IWORKFORSA Careers Page.

### 2. I am of Aboriginal and Torres Strait Islander descent; should I identify?

The SA Health Aboriginal Workforce Framework 2023-2031 (the Framework) aims to increase the Aboriginal workforce across the public health sector in clinical, non-clinical, and leadership roles. SAAS is therefore committed to identifying and promoting employment opportunities for Aboriginal and Torres Strait Islander applicants.

Applicants who are registered with the South Australian Office of the Public Sector Aboriginal Employment Register and who meet the selection requirements for this position will be given priority consideration for this role. Please visit the [Aboriginal Employment Registration page](#) on the SA Government Office of the Commissioner for Public Sector Employment website to register. When applying, please ensure you tick that you are registered on the application form.

### 3. I am an overseas applicant; can I apply?

Any applicant who meets the eligibility criteria is entitled to apply for the role. You must be a permanent resident or Citizen of Australia or New Zealand or hold full rights to work in Australia (*no sponsorship will be provided by SAAS*) to be eligible for this role.

### 4. How do I apply?

The Recruitment system used by SAAS 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 answer a range of mandatory questions as well as upload any relevant documents, including a current Curriculum Vitae (CV) and cover letter that demonstrates how you meet the essential criteria of the role. 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. In the online application process, you can elect to receive SMS notifications when an email is sent to you.

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

You will be required to include the following documentation:

- A cover letter of no more than two pages introducing yourself and demonstrating how you meet the essential minimum requirements of the position



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- A current CV
- A colour photo of the front and back of your Driver's Licence

The following documents are required for employment; however, are not required for your initial application:

- [DHS Working with Children Check \(WWCC\)](#)
- National Police Check (NPC) to work paid employment in the role of **Patient Transfer Officer** - For a list of accredited bodies please visit the [Australian Criminal Intelligence Commission](#)
- HLTAID011 Provide First Aid certificate,

If you do not have the above documents we recommend commencing the application processes as soon as possible due to the often tight timeline of the recruitment process.

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

You will need to supply **three referees, one of which must be a current or recent direct line manager**. All three referees may be contacted to discuss your suitability for the role. All referees must be **professional** referees and should not be someone who 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.

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

In addition to the above checks and certificates, you will undergo the following pre-employment screenings as part of the selection criteria for the role of a PTO.

#### A) 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.

You will also complete the Psychometric Assessment, the results of which are only utilised for applicants that progress to interview. If you are selected to undertake these assessments, you will receive instruction via the eRecruitment system.

#### B) 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 has 48 owned and operated medical clinics with access to over 400 associate clinics.

Prior to you being offered a position you will need to successfully pass these assessments. *Please note, this will be at your own cost.*

#### C) Immunisation Requirements

It is a condition of this offer and your employment that you comply with the current immunisation guidelines 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](#)

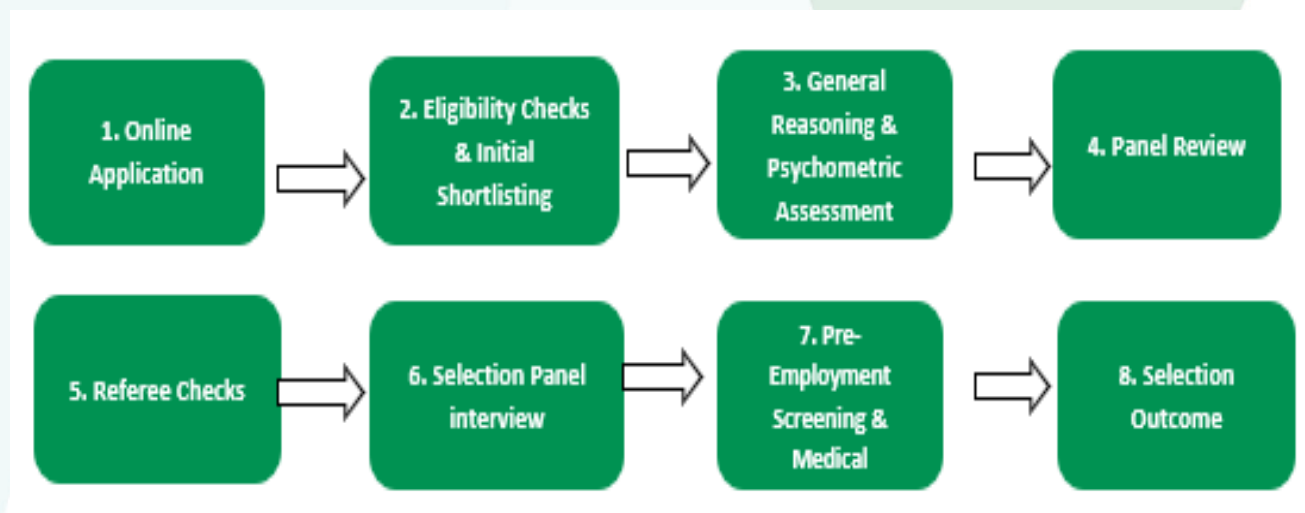


## 8. What are the steps in the selection process?

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

You must check your emails regularly, as the process may move relatively quickly, and you may be required to book into the various activities.

The following diagram provides an indicative overview of the selection process. The process and sequence of activities may vary from one campaign to another.



## 9. I haven't heard anything for a while; does this mean I am unsuccessful?

No, rather, your application remains active due to the selection process still being underway.

## 10. Will late applications be accepted?

Late applications will not be accepted under any circumstance.

## Part 4: Offers and Acceptance

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

SAAS will establish a Pool of applicants who have successfully completed the selection process and are recommended by the selection panel. Your selection and confirmation to be placed in the Pool **does not** guarantee an offer of employment. Offers will be made as soon as practicable to fill the scheduled intakes.

Successful applicants will remain active in the PTO Pool for a period of 12 months. Offers from the Pool will be made dependent on vacancies arising during this period.

Advice regarding the outcome of your application will occur once all selection activities have and the selection process is finalised. All applicants will be advised of their outcome via email.

### 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

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will be included in the communication to successful applicants. Applicants who decline an offer may be given the option to remain in the Pool for future inductions.

### **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?**

Should your circumstances change, please notify the SAAS Recruitment Team at [Health.SAASRecruitment@sa.gov.au](mailto:Health.SAASRecruitment@sa.gov.au) at your earliest convenience.

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

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

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

Applicants who are unsuccessful post interview can request written feedback. However, due to the volume of applications received, SAAS are unable to provide written feedback to applicants deemed unsuccessful at recruitment stages prior to interview.

### **7. Still have more questions?**

Should you need to clarify any information, please contact the Recruitment Team at [Health.SAASRecruitment@sa.gov.au](mailto:Health.SAASRecruitment@sa.gov.au).

