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 these specific sections:

- Information about the role
- Eligibility, Pre-Employment and Selection Criteria
- 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 is highly rewarding. To succeed in the role, PTOs must have excellent customer service skills, prioritise patient care, and stay calm under pressure. While the role does typically involve low-acuity cases, there will be times when your team is the closest ambulance to a high-acuity emergency. Under direction of the Operations Management, you may need to provide support to Emergency crews when required. It's important to consider whether you have the required skills and temperament to handle stressful situations when they arise.

3. How do I obtain the HLT4115 Cert IV?

As a trainee completing the HLT41115 Certificate IV in Health Care (Ambulance), you will be required to complete all workshops, assessments, assignments, and practical training activities. Under supervision, you will learn how to assess patients by gathering medical and personal information, reviewing health conditions and treatments, taking observations, and performing basic diagnostic tests. You will also learn how to identify possible patient conditions to help guide appropriate treatment decisions. Time is provided to complete portions of your Cert IV during structured sessions, with additional time required out of shift to complete self-paced learning and assignments.

4. What are the working hours?

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. You will also need

to dedicate time outside of your rostered shifts to complete the study, assessments, and other requirements of the HLT41115 Certificate IV in Health Care (Ambulance). Planning your time effectively will help you keep up with course requirements and achieve successful outcomes.

5. 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.

6. What are my conditions of employment?

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

7. Do I need a Driver's Licence?

Appointment is subject to you holding a current full unrestricted South Australian licence (or be in the process of transferring an interstate or international licence to a full South Australian licence within required time frames). If you are on a Probationary licence, you are eligible to apply, if you will have your full unrestricted Driver's Licence 3 months before commencing. You will then need to supply SAAS with another coloured copy of your unrestricted driver's licence.

8. 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.

9. 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 self-directed learning and homework assignments. It is important to set aside time outside of scheduled training sessions to support successful completion.

The program will be completed at Clinical Education, located in Salisbury, and is outlined below:



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

Applications for RPL will be reviewed by Clinical Education. 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.

11. 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.

12. 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.

13. 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.

14. 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. 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.

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



2. 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.

3. How do I apply?
The Recruitment system used by SAAS is 'PageUp'. 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).

4. What documentation will I need to include in my application?
You will be required to include the following documentation:

- 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.

5. 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. 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.

6. 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.

7. 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.*

8. 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.

Pre-Employment and Selection Criteria

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) VidCruiter Virtual Screening Assessment

Following submission of your application, and provided you meet the eligibility criteria, you will be required to complete a VidCruiter Virtual Screening Assessment. This self-recorded assessment replaces the traditional cover letter and consists of role-specific questions that enable you to demonstrate your skills, experience and suitability for the role.

B) General Reasoning and Psychometric Assessments

Should your application progress, 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 your application progress, you will also complete a Psychometric Assessment prior to attending your interview.

C) Medical and Functional Capacity Assessment

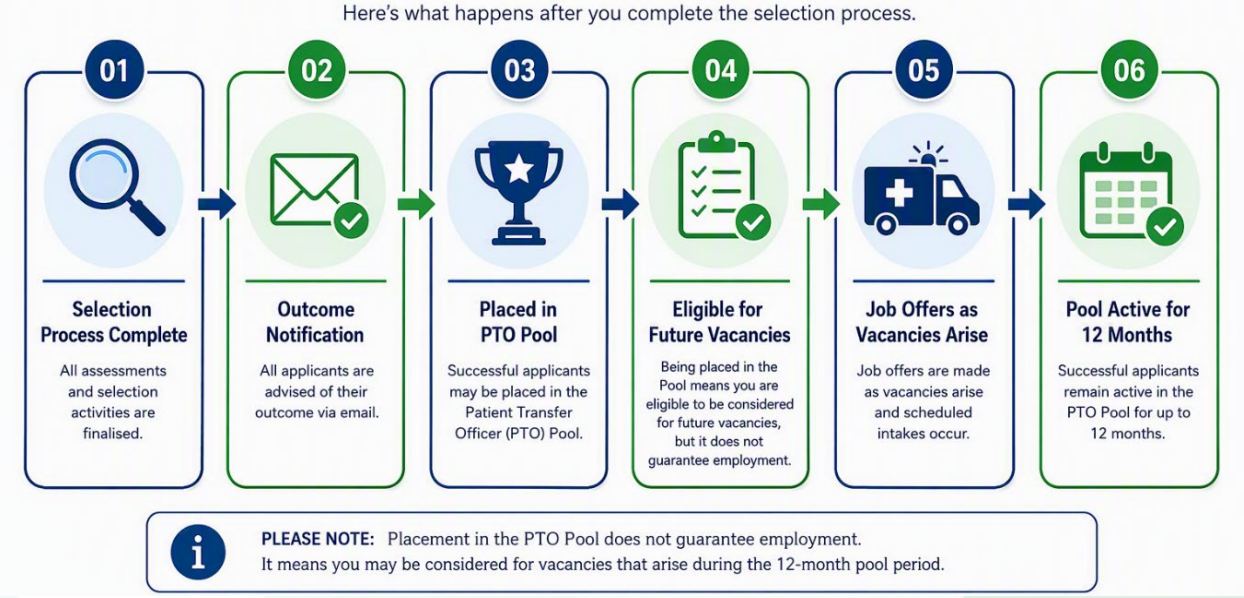
Medical and Functional Testing is completed at Jobfit Australia. In SA, Jobfit has seven clinics across Adelaide metro. Prior to you being offered a position you will need to successfully pass these assessments. *Please note, this will be at your own cost.*

D) Immunisation Requirements

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
Offers of employment are dependent in meeting the current immunisation guidelines as outlined in the SA Health Policy Addressing vaccine preventable disease: Occupational assessment, screening, and vaccination

Offers and Acceptance

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

3. 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.

4. Still have more questions?
Should you need to clarify any information, please contact the Recruitment Team at Health.SAASRecruitment@sa.gov.au.