

# 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 including:

- Part 1: Information about the role
- Part 2: Eligibility and the selection process
- Part 3: Offers and Acceptance

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

## Part 1: About the Role

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

The Patient Transfer Officer (PTO) 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.

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.

### 2. 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, and professionalism and maintain strict confidentiality in all dealings with patients?*

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

### 3. Things to consider before applying for this position

- *Do I hold a full South Australian Drivers Licence that does not legally restrict my ability to drive an operational ambulance?*
- *Do I hold or am I willing to obtain a HLTAID011 Provide First Aid Certificate?*
- *Can I attend a 9 Week, FULL TIME (Paid) Induction?*
- *Am I able and willing to complete a Certificate IV in Health Care?*
- *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)?*

**4. What length of time are these positions offered for?**

The duration and term of the positions are dependent on business needs. You will be placed in a pool of recommended candidates and may be offered a position during the duration of the pool.

**5. Does the role require shift work?**

Patient Transfer Officers within SA Ambulance Service work a variety of different shifts. PTO shifts are mostly Monday – Friday with a few shifts on weekends. Shift start times range from 0700 to 1630, all 8.5 hours with half hour lunch break. The roster configuration will be dependent on the station you are rostered. This will be explained in further detail should you receive an offer for employment.

**6. Where are the positions located?**

You may initially be offered shifts at several metropolitan stations, in locations such as Noarlunga, Edwardstown, and Fulham through to Gepps Cross and Elizabeth. This will be discussed with you should you progress through the selection process. Permanent vacancies may also arise at these locations.

**7. What are my conditions of employment?**

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

**8. Do I need a Driver’s Licence?**

An appointment is subject to you holding a current 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 (or be in the process of transferring an interstate or international licence to a full South Australian licence within the 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 unrestricted Driver’s Licence 3 months before commencing your employment. You will then need to supply SAAS with another coloured copy of your unrestricted driver’s licence

**9. 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.

**10. 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 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

**11. 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 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.

**12. Who pays for the training?**

SAAS will pay all costs associated with the course and you will complete your studies during paid work time. 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.

**13. What qualification will I receive?**

The qualification you will receive is HLT41120 Certificate IV in Health Care. This is a nationally recognised qualification.

**14. 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.

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

**16. 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. The trainer will also discuss issues with SAAS' Clinical Education department to ensure extra support is provided if necessary.

## Part 2: 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. The PTO Pool will be active for a time determined by business needs; however, this will be no longer than 12 months. Offers from the pool will be made dependent on vacancies arising during the period of the pool.

**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

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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.

Also, search for our [Aboriginal cadetship Program vacancies](#) which are advertised at the same time as this role.

### 3. 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.

Eligibility criteria 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**)

### 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 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. 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.

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

The vacancy information (Job Pack) will provide you with a summary of the information and documents you will need to upload as part of your application. We would recommend that you start to organise your documentation as soon as practical. You will be required to 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)
- [Working with Children Check\(WWCC\)](#)
- National Police Check (NPC) to work in the role of **Patient Transfer Officer** - For a list of accredited bodies please visit the [Australian Criminal Intelligence Commission](#)

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. **Please note that your NPC and WWCC must have been obtained for paid employment.**

### 6. 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

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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.

You must contact your referees before 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.

### 7. How long will the online application process take?

If you have all the above documents and have a current resume and prepared a cover letter, the online application should be relatively short. You must have all the required documents before commencing and submitting your online application. If you have previously applied for a role within SA Health or SAAS you may already have login details for PageUp; if so, please ensure you review the information in your profile to ensure it is up to date.

### 8. 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. A 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](mailto: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 on the [Department for Human Services](#) website.

#### B) National Police Clearance (NPC) – Employment/Probity/Licencing and Working Unsupervised with Vulnerable Groups

An NPC provides a point in time summary of your Australian criminal history and includes national convictions and certain types of spent convictions. Various sites 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

Please ensure you specifically request an NPC for the purpose of the **Patient Transfer Officer** role.

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

Note: for candidates from overseas, a DHS WWCC or an NPC may not be applicable to prospective workers who have not resided in Australia. Therefore, before 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 than 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 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 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. This will be at your own cost. Please refer to the SAAS [Job Capacity Statement: Patient Transfer Officer](#) in the vacancy information (Job Pack) or on the [SAAS Careers Website](#).

### E) 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.

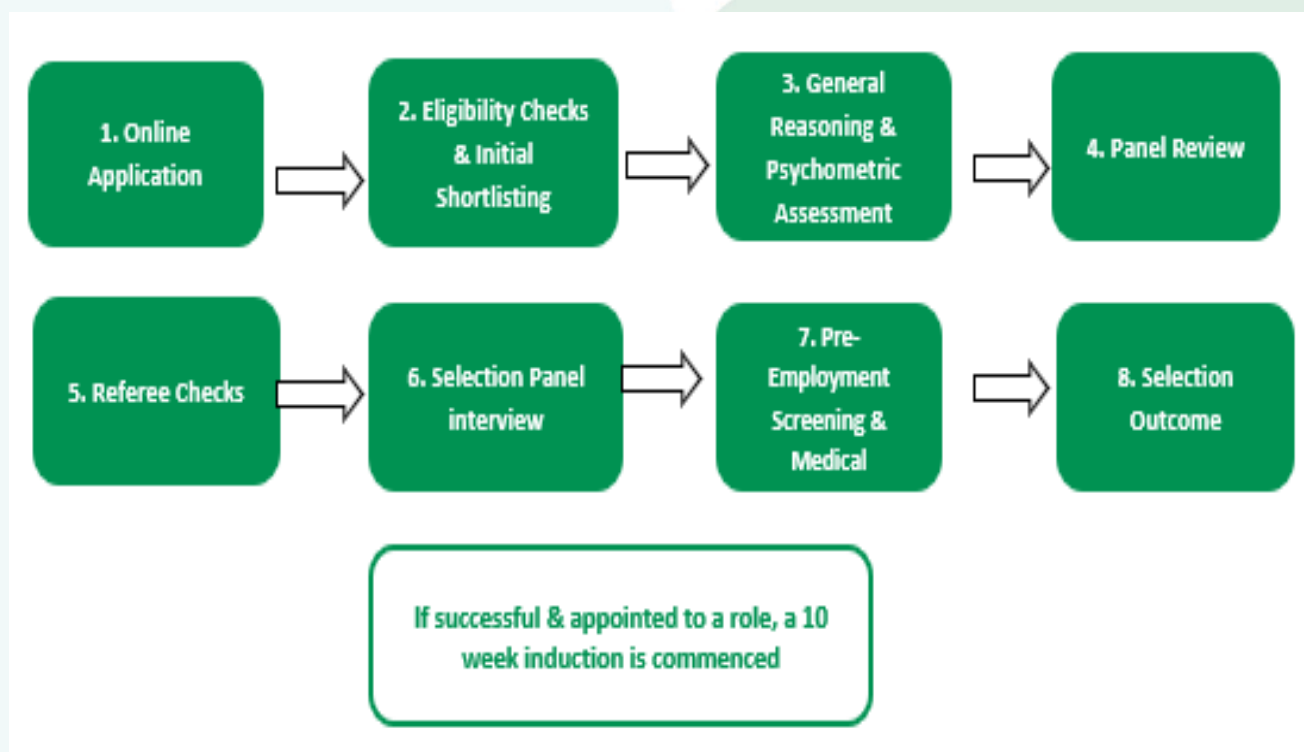
Risk Category A (direct contact with blood or body substances) This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category A (direct contact with blood or body substances). [Health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

## 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.

You must 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.

The following diagram provides 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.



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

This does not mean you are unsuccessful, rather, 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.

### 2. What do I do if I change my address or email during the process?

If you change your address or email details at any time following the submission of your application, you are required to visit the [SA Health Website](#), log in using your profile, select Edit Profile, click on Personal Details, update your details and then save. This is a live system so you can go in and update personal details at any time.

### 3. 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?

SAAS will establish a pool of candidates who have successfully completed the selection process and recommended to be placed in the pool. 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.

The PTO Pool will be active for a time **determined by business needs**; however, this will be no longer than 12 months. Offers from the pool will be made dependent on vacancies arising during the period of the pool.

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Advice regarding 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 [Health.SAASRecruitment@sa.gov.au](mailto:Health.SAASRecruitment@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?**

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 of 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 [Health.SAASRecruitment@sa.gov.au](mailto:Health.SAASRecruitment@sa.gov.au).

