

# Role Description

## Emergency Department Paramedic - Mudgee Health Service

<b>Organisation</b>	NSW Health
<b>Local Health District / Agency</b>	Western NSW LHD
<b>Position Classification</b>	Paramedic   Paramedic Specialist (ECP)   Paramedic Specialist (ICP)
<b>State Award</b>	Operational Ambulance Officers (State) Award
<b>Category</b>	Ambulance   Paramedic   Intensive Care Paramedic Ambulance   Paramedic   Extended Care Paramedic Ambulance   Paramedic   Qualified Paramedic
<b>Vaccination Category</b>	Category A
<b>ANZSCO Code</b>	411112 Intensive Care Ambulance Paramedic 411111 Ambulance Officer
<b>Website</b>	<a href="http://www.health.nsw.gov.au">www.health.nsw.gov.au</a>

### PRIMARY PURPOSE

The paramedic will work collaboratively as part of a multidisciplinary team to provide evidence-based care to patients in the emergency department (ED) at Mudgee Health Service. The role initiates and delivers timely clinical care that meets the needs of patients and families and includes performing clinical assessments, planning of care, treatments, and therapies as a member of a multidisciplinary team.

### COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are strongly recommended to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

### RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## KEY ACCOUNTABILITIES

- Initiates and performs timely holistic clinical assessments autonomously and in consultation with other members of the multidisciplinary team.
- Uses evidence-based critical thinking to plan care, initiate treatments and guide decision making.
- Provides respectful care that considers cultural safety, diversity, vulnerable groups, and populations.
- Works collaboratively and communicates effectively with patients, carers, and multidisciplinary team members to support high quality, safe clinical care.
- Ensures safe and effective care is delivered within their scope of practice with escalation to medical staff when conditions and circumstances indicate this is required.
- Refers care to other team members including allied health, nursing, or other clinical staff where additional expertise is needed.
- Handles and administers interventions, treatments, and therapies according to relevant legislation, regulations, guidelines, policies, protocols, and procedures in an ethical and professional manner.
- Documents and maintains accurate records to support high quality, safe patient care.
- Engages in ongoing professional development of self and others to ensure currency of knowledge, skills, and expertise.
- Engages in safety and quality initiatives as outlined by NSW Health.
- Maintains a safe working environment as per NSW Health requirements.
- Engages in activities relating to the pilot's delivery and evaluation.

## KEY CHALLENGES

- Working flexibly as part of a multidisciplinary team to ensure the delivery of optimum safe standards of care that meet patient needs.
- Managing competing priorities, escalating clinical concerns, and delegating appropriately within a complex and rapidly changing clinical environment.
- Effectively adapting to a non-traditional facility-based setting rather than out of hospital environment to deliver optimum patient care.

## KEY RELATIONSHIPS

Who	Why
Key staff; Facility/LHD managers and clinicians members of multidisciplinary teams; including medical, nursing, paramedics, and allied health	<ul style="list-style-type: none"> <li>• Professional, clinical, and operational leadership and management.</li> <li>• Collaboration to improve patient care; delegation; supervision; planning and evaluation of patient care; help and support</li> </ul>
NSW Ambulance, paramedics	<ul style="list-style-type: none"> <li>• Maintain professional engagement with NSW Ambulance</li> <li>• Exchange information and facilitate the provision of quality patient care</li> </ul>
Patients, families, and relevant others	<ul style="list-style-type: none"> <li>• Provide appropriate high-quality patient centered care</li> </ul>

Who	Why
	<ul style="list-style-type: none"> <li>• Ensure clinical interventions and service delivery processes are understood and enable patients to make informed decisions in relation to their health needs</li> </ul>

## ROLE DIMENSIONS

### Reporting lines

Paramedics will clinically report to the Medical Superintendent of Mudgee Health Service. For immediate clinical escalation, the Senior Medical Officer on shift will be the point of escalation and authorisation to enable both timely and safe practice. Paramedics will operationally report to the Nursing Unit Manager, for basic employment requirements of the role including attendance at work. Urgent operational escalations will be directed to the Senior Registered Nurse in-charge on shift in the absence of the ED Nurse Unit Manager of Mudgee Health Service. Paramedics will maintain a professional reporting line to a senior NSW Ambulance clinician who will provide support and resolve issues related to professional practice as required in partnership with the clinical and operational line managers.

### Budget/Expenditure

Nil

## ESSENTIAL REQUIREMENTS





1. Current unconditional registration with the Paramedicine Board of Australia
2. Currently practicing with a minimum of 5 years experience as a paramedic post qualification in an acute and/or critical care role with knowledge and understanding of person-centred care, evidence-based practice, and quality improvement
3. Proven ability to work in a collaborative multidisciplinary team environment with a focus on delivering organised, prioritised best practice person-centred care to achieve positive patient outcomes
4. Demonstrated understanding of, and ability to practice in accordance with relevant legislation, policies and within the scope of practice of a paramedic in the multidisciplinary team in the emergency department
5. Proven ability to use problem-solving skills and a multidisciplinary team approach in the planning, delivery, and coordination of patient care
6. Demonstrated effective written, verbal, and interpersonal skills with the ability to identify key messages, issues, and concerns when communicating with others to ensure patients, carers, and the multidisciplinary team are engaged and well-informed
7. Computer literacy with demonstrated ability to learn and operate new and existing electronic patient medical records and equipment
8. Availability and capacity to participate in a seven-day rotating roster which includes working all shifts, all days of the week including public holidays
9. Ability to travel to the scheduled location for rostered shifts via personal vehicle

## CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

### Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity and Inclusion	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

## NSW Public Sector Capability Framework

Group and Capability Level	Behavioural indicators
<b>Personal Attributes</b> Display Resilience and Courage	Adept <ul style="list-style-type: none"> <li>• Be open and honest, prepared to express your views, and willing to accept and commit to change</li> </ul>
<b>Personal Attributes</b> Act with Integrity	Intermediate <ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>
<b>Personal Attributes</b> Manage Self	Intermediate <ul style="list-style-type: none"> <li>• Show drive and motivation, an ability to self-reflect and a commitment to learning</li> </ul>
<b>Personal Attributes</b> Value Diversity	Intermediate <ul style="list-style-type: none"> <li>• Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept <ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>
<b>Relationships</b> Commit to Customer Service	Foundational <ul style="list-style-type: none"> <li>• Recognise the importance of customer service and understanding customer needs</li> <li>• Help customers understand the services that are available</li> <li>• Take responsibility for delivering services that meet customer requirements</li> <li>• Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>• Show respect, courtesy and fairness when interacting with customers</li> <li>• Recognise that customer service involves both external and internal customers</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability Level	Behavioural indicators
<b>Relationships</b> Foundational Work Collaboratively	<ul style="list-style-type: none"> <li>• Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts</li> <li>• Respond to others who need clarification or guidance on the job</li> <li>• Step in to help others when workloads are high</li> <li>• Keep the team and supervisor informed of work tasks</li> <li>• Use appropriate approaches, including digital technologies, to share information and collaborate with others</li> </ul>
<b>Relationships</b> Foundational Influence and negotiate	<ul style="list-style-type: none"> <li>• Gain consensus and commitment from others, and resolve issues and conflicts</li> </ul>
<b>Results</b> Foundational Deliver Results	<ul style="list-style-type: none"> <li>• Achieve results through the efficient use of resources and a commitment to quality outcomes</li> </ul>
<b>Results</b> Foundational Plan and prioritise	<ul style="list-style-type: none"> <li>• Plan and coordinate allocated activities</li> <li>• Re-prioritise own work activities on a regular basis to achieve set goals</li> <li>• Contribute to the development of team work plans and goal setting</li> <li>• Understand team objectives and how own work relates to achieving these</li> </ul>
<b>Results</b> Intermediate Think and Solve Problems	<ul style="list-style-type: none"> <li>• Identify the facts and type of data needed to understand a problem or explore an opportunity</li> <li>• Research and analyse information to make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder the completion of tasks and find appropriate solutions</li> <li>• Be willing to seek input from others and share own ideas to achieve best outcomes</li> <li>• Generate ideas and identify ways to improve systems and processes to meet user needs</li> </ul>
<b>Results</b> Foundational Demonstrate Accountability	<ul style="list-style-type: none"> <li>• Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</li> </ul>
<b>Business Enablers</b> Foundational Finance	<ul style="list-style-type: none"> <li>• Understand and apply financial processes to achieve value for money and minimise financial risk</li> </ul>
<b>Business Enablers</b> Foundational Technology	<ul style="list-style-type: none"> <li>• Understand and use available technologies to maximise efficiencies and effectiveness</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural indicators
<b>Business Enablers</b> Procurement and Contract Management	Foundational	<ul style="list-style-type: none"> <li>Understand and apply procurement processes to ensure effective purchasing and contract performance</li> </ul>
<b>Business Enablers</b> Project Management	Foundational	<ul style="list-style-type: none"> <li>Understand and apply effective planning, coordination and control methods</li> </ul>

## Job Demands

Physical Demands	
Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials Frequent	Sitting - remaining in a seated position to perform tasks Occasional
Standing - remaining standing without moving about to perform tasks Frequent	Walking - floor type: even/uneven/slippy, indoors/outdoors, slopes Frequent
Running - floor type: even/uneven/slippy, indoors/outdoors, slopes Occasional	Bend/Lean Forward from Waist - forward bending from the waist to perform tasks Occasional
Trunk Twisting - turning from the waist while sitting or standing to perform tasks Occasional	Kneeling - remaining in a kneeling posture to perform tasks Occasional
Squatting/Crouching - adopting a squatting or crouching posture to perform tasks Occasional	Leg/Foot Movement - use of leg and/or foot to operate machinery Occasional
Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps Occasional	Lifting/Carrying - light lifting and carrying (0 to 9 kg) Occasional
Lifting/Carrying - moderate lifting and carrying (10 to 15 kg) Occasional	Lifting/Carrying - heavy lifting and carrying (16kg and above) Occasional
Reaching - arms fully extended forward or raised above shoulder Occasional	Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body Occasional
Head/Neck Postures - holding head in a position other than neutral (facing forward) Occasional	Hand and Arm Movements - repetitive movements of hands and arms Occasional
Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands Occasional	Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work Occasional
Driving - Operating any motor-powered vehicle Occasional	
Sensory Demands	
Sight - use of sight is an integral part of work performance (e.g., viewing of X-Rays, computer screens) Occasional	Hearing - use of hearing is an integral part of work performance (e.g., Telephone enquiries) Occasional
Smell - use of smell is an integral part of work performance (e.g., working with chemicals) Occasional	Taste - use of taste is an integral part of work performance (e.g., food preparation) Occasional
Touch - use of touch is an integral part of work performance Occasional	
Psychosocial Demands	
Distressed People - e.g., emergency or grief situations Occasional	Aggressive and Uncooperative People - e.g., drug/alcohol, dementia, mental illness Occasional



Unpredictable People - e.g., dementia, mental illness, head injuries Occasional	Restraining - involvement in physical containment of patients/clients Occasional
Exposure to Distressing Situations - e.g., child abuse, viewing dead/mutilated bodies Occasional	
<b>Environmental Demands</b>	
Dust - exposure to atmospheric dust Occasional	Gases - working with explosive or flammable gases requiring precautionary measures Occasional
Fumes - exposure to noxious or toxic fumes Occasional	Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE Occasional
Hazardous Substances - e.g., dry chemicals, glues Occasional	Noise - environmental/background noise necessitates people raise their voice to be heard Occasional
Inadequate Lighting - risk of trips, falls or eyestrain Occasional	Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight Occasional
Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C Occasional	Confined Spaces - areas where only one egress (escape route) exists Occasional
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground Occasional	Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls Occasional
Working At Heights - ladders/stepladders/scaffolding are required to perform tasks Occasional	Biological Hazards - exposure to body fluids, bacteria, infectious diseases Occasional