

Health Service Assistant

The RFDS Mission

Providing excellence in aero-medical and primary health care across Australia.

What's the Role?

Team	Remote Area Nursing	Direct Reports	Nil
Reports To	Remote Area Nurse Manager (RANM)	Manager Once Removed	Nursing Director
Location	Marla, Marree & Andamooka	Section	Central Operations

What's Expected of the Role? 'The What'

Accountability	Work	Key Metrics
1. Entry Level Clinical Support	<ul style="list-style-type: none"> ▪ Assist Remote Area Nurse (RAN) with preparation for Ambulance response when required ▪ Provide secondary support to RANs on call out to patients/ jobs outside of clinic ▪ Undertake welfare checks of community members that are known to have health concerns during times of extreme weather ▪ Communicate and work with the Primary Health Care team during clinic visits, including landing strip pick-ups and drop offs as required ▪ Assist safely in lifting, turning and moving patients using safe manual handling principles 	<ul style="list-style-type: none"> ▪ Demonstrated competence in basic life support. ▪ Maintain effective working relationships with RANM and RANs ▪ Application of correct manual handling techniques ▪ Provide an efficient and patient focused service
2. Emergency Response	<ul style="list-style-type: none"> ▪ Use of appropriate driving skills as per RFDS driving policy to respond to emergency situations ▪ Undertake scene safety checks by assessing the risk to self and others ▪ Ensure scene safety using traffic control measures ▪ Liaise closely with the OCC (Operations Control Centre) to pass on messages from RANs regarding patient conditions and support required to update them on patient conditions and support required ▪ Fleet maintenance including; vehicle roadworthiness, stocked appropriately and cleaned regularly 	<ul style="list-style-type: none"> ▪ Undertake 4 X 4 training ▪ Effective communication with OCC ▪ Ensure safety of self, colleagues and patients when attending to emergency situations ▪ Vehicles maintained in a safe manner and stocked appropriately at all times



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CENTRAL OPERATIONS

Accountability	Work	Key Metrics
3. General Administration	<ul style="list-style-type: none"> ▪ Provide support to RANs with maintenance of patient records and reporting ▪ Order and maintain stationery/clinic supplies ▪ Update inventory and replenish consumables ▪ Audit and stocktake pharmaceuticals 	<ul style="list-style-type: none"> ▪ Patient records are up to date and accurate ▪ Stock supplies are consistently maintained ▪ Pharmaceuticals are maintained at appropriate levels and within consumed by dates
4. Environmental Cleaning	<ul style="list-style-type: none"> ▪ Disinfect, and sterilise equipment and clinical areas. ▪ Extraordinary general cleaning of clinic when required ▪ Manage laundry requirements within the clinic 	<ul style="list-style-type: none"> ▪ Application of Infection Control standards ▪ Clinics are maintained at consistent hygiene standards ▪ Laundry is cleaned and maintained at appropriate levels
5. General Maintenance	<ul style="list-style-type: none"> ▪ Provide support with general facility maintenance around the clinic and RFDS houses in consultation with Senior Operations Support Officer (SOSO) ▪ Undertake basic gardening requirements around clinic and housing 	<ul style="list-style-type: none"> ▪ Ensure that a maintenance record is kept and broken items within the clinic are fixed in a timely manner ▪ Work closely with the SOSO in Port Augusta to co-ordinate the activities of contractors
6. Safety/Quality/Risk Compliance	<ul style="list-style-type: none"> ▪ Participate in all activities associated with the management of occupational health and safety and ensure a safe working environment for all personnel by compliance with all relevant Occupational Health & Safety, Equal Employment Opportunity obligations etc. ▪ Contribute to Quality Programs which support and maintain ISO9001 and AGPA accreditation. ▪ Comply with RFDS policies and procedures. ▪ Ensure conduct at all times is professional, reputable and in accordance with philosophy and direction of the RFDS ▪ Use and operate equipment and chemicals in accordance with Safe Work Practices ▪ Ensure protective clothing and equipment is worn at all times 	<ul style="list-style-type: none"> ▪ Compliance with all relevant Work Health & Safety, Equal Employment Opportunity obligations etc. ▪ Knowledge and understanding of RFDS policies and procedures and their applicability. ▪ Demonstrated compliance with RFDS policies, standard operating procedures and protocols. ▪ Promote, support and comply with all quality initiatives including ISO9001 accreditation requirements, and full compliance with the eight National Safety and Quality Health Service Standards (NSQHSS)

What's Expected of the Role? 'The How'

The behaviour of the Health Service Assistant is to always be in line with the RFDSCO Behavioural Guide. This includes the RFDS Values and Behaviours outlined below.

Values	Care & Respect	Reliable & Dependable	Safety & Quality	Socially & Ethically Responsible	Collaboration	Innovation
Behaviours bringing values to life	Understanding	Personal effectiveness	Safety orientation	Commitment	Communication	Strategic vision
	Genuine relationships	Analysis & problem solving	Continuous improvement	Valuing diversity	Leading by example	Embracing change

Capabilities

Essential

- Current First Aid certificate
- Well-developed organisation skills – assessment of priorities, meeting of deadlines.
- A friendly, caring personality able to mix with a wide cross section of the community
- Excellent communication and interpersonal skills
- Highly tolerant, patient and respectful of individual needs
- Well-developed problem solving skills with an ability to think laterally
- Flexible attitude towards working schedules and situations
- Ability to work independently or as part of a small multi-disciplinary team
- Initiative and ability to identify work required around the clinic
- Well-developed administration skills
- Comprehensive computer skills utilising Microsoft Office
- Professional attitude and appearance
- Excellent time management and initiative
- Ability to maintain confidentiality
- Current Australian Drivers' Licence.
- Proficient in driving Manual transmission 4x4 vehicles

Desirable

- Certificate III in Health Services or equivalent (or willingness to undertake)
- An understanding of the history of the RFDS and its values and policies
- Knowledge of rural and remote Australia
- Experience working with rural and remote community groups and local organisations

Key Relationships

Internal	External
RFDS CO Leadership Teams (ELT, SLT and LT)	Consumers, patients, carers, families
RFDS Staff	Local, regional and government health organisations
RFDS Board	Local community
RFDS Federation and sections	Contractors and Sub-Contractors

Special Note:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this role. They are not intended to be an exhaustive list of all responsibilities, duties and skills to perform the role.