



Position Description

Position Title: AeroMedical Co-ordinator
Section: NT Operations
Hours: F/T - Shift work required – contract for 6 months to 31 December 2010. Part Time may also be possible

Reporting and Organisational Context

This position reports to: Team Leader, AeroMedical Co-ordination Centre

This position has the following positions reporting to it: Nil

The key strategic objectives for this position are:

1. Co-ordinate aeromedical resources in a safe, professional and expedient manner
2. Maintain case management records
3. Operate as part of integrated model / effective team

Vision: To be Australia's most trusted rapid-response critical care service.

Mission Statement: *"To save lives, speed recovery and serve the community by providing the highest standard of rapid response critical care.*

To achieve our mission, we dedicate ourselves to:

- *the highest safety, operating and clinical standards*
- *The education, training and development of our people*
- *continuous improvement, innovation and research*
- *work with the community, government and our partners to sustain our charitable purpose*

Job Description:

Individual Essential and Desirable Criteria for this Position:

- | | | |
|-------------------|-----------|---|
| Essential: | 1. | Experience in a logistical /co-ordination role |
| | 2. | Highly effective interpersonal communication and problem solving skills |
| | 3. | Team player |
| | 4. | Demonstrated ability to prioritise |
| | 5. | Knowledge of medical terminology |
| | 6. | IT competent – range of applications and data entry |
| | 7. | Maintain confidentiality |
| Desirable: | 1. | Medical, emergency services or aviation background |
| | 2. | Trained/qualified in Emergency Communications Techniques |

In addition to essential and desirable requirements for this position you are expected to comply with and/or achieve the following:

- CareFlight's Performance Management policy;
- Your OH&S responsibilities as an employee;
- CareFlight's Code of Conduct and Ethics;
- Your section's quality initiatives.

Performance Management:

Your work performance will be managed, with you, by your immediate manager on a continual basis. You should actively participate in this process.

In addition to regular and ongoing support, coaching, guidance and feedback you will participate in at least two formal performance management interviews. The first will take place about three months' after you commence employment, then six months and then each year. You and/or your manager may wish to formally meet more frequently. The standard of performance, which is required for this position, is determined by this position description and any other agreed activities.

Position Description:

Knowledge, Skills and Behaviours:

1. Occupational Health and Safety

1. Contributes and participates in section/organisation safety activities.
2. Safe Work Procedures adopted in all work practices.
3. Appropriately responds in emergency situations.
4. Appropriately responds in conflict situations.
5. Hazards in the workplace are recognised and reported.

2. Role Responsibilities

1. Collect comprehensive logistical and medical information on initial contact and relay details to duty crews and Medical Director
2. Prioritise competing cases in consultation with the DMO, Duty crew and/or Medical Director
3. Determine and activate the most appropriate aviation asset for the job (with an underlying knowledge of the aviation capability of various assets, operational limits)
4. Activate the most appropriate clinical resources for the job (doctor and/or nurse only) in consultation with DMO / duty crews
5. Co-ordinate multi-stop flights / routing in consultation with duty pilots and clinical staff
6. Organise landing permissions, lights for night landings, ground transport components, companion/relative travel as appropriate
7. Monitor timings and flight progress including service delivery failures
8. Enter case information into database throughout the entire case
9. Maintain communication with stakeholders regarding incoming flights/patients/clinical status
10. Produce reports from the database including daily run sheets
11. Use negotiation and problem solving skills to overcome obstacles

3. Demonstrates Dedication to CareFlight's Goals

6. Shows a passion for working for CareFlight and for what the organisation collectively achieves.
7. Willing to do more than just their specific job role; 'gives a bit extra'; offers to take on additional tasks.
8. Gets involved in tasks outside their department – willing to 'roll their sleeves up' and participate in whatever is needed (e.g. to represent CareFlight at fundraising and PR events).
9. Talks positively about their work and progress on tasks and projects; has a 'can do' approach to getting things done; owns a problem until it is resolved.
10. Shows loyalty to CareFlight; speaks positively about the organisation to all external parties.

- 11.** Acts in the best interests of CareFlight at all times; presents external parties with a positive impression of CareFlight by their actions and words.
- 12.** Understands the bigger picture of CareFlight's goals as an organisation; sees how their role fits into the bigger organisational picture.
- 13.** Accepts the need for regulation and approvals from different levels within CareFlight and from external stakeholders (eg sponsors, NSW Ambulance Service).

Position Description:

Knowledge, Skills and Behaviours:

4. Collaborates & Respects

1. Enjoys working cooperatively with others; recognises the need for collaboration and shared success.
2. Treats people fairly and shows respects for their skills, knowledge and contribution; makes others feel valued by showing interest in what they do.
3. Participates in collaborative discussions; is prepared to listen and accept ideas, questions and challenges from others.
4. Trusts others to make a decision based on their professional expertise without intervening; gives their view, but accepts the direction and decisions of others.
5. Doesn't take themselves too seriously and keeps their own achievements in proportion; prepared to be flexible and change their approach to accommodate the needs of others
6. Works well within their immediate team, **as well as** across the organisation and with external bodies; makes an effort to break down barriers and build collaborative relationships
7. Encourages others to approach them by responding positively.
8. Shows empathy towards others and understands their needs and where they are 'coming from' (eg challenges, fatigue, mood)

Position Description:

Knowledge, Skills and Behaviours:

5. Communicates Actively

- 1.** Speaks with a confident tone of voice that engages others in listening to them; is direct and clear about what they want to say.
- 2.** Asks questions to gather information, involve others and check that their message has been received and interpreted correctly; clarifies any misunderstanding or misinterpretation.
- 3.** Encourages participation by inviting others to ask them questions, make comments and confirm their understanding.
- 4.** Listens well to others; looks at the speaker, queries any conflicting or ambiguous information given, reflects back the key messages and confirms their understanding.
- 5.** Structures their communication to aid clarity and focus; uses agendas, checklists, summaries and notes to ensure they cover all relevant aspects of the topic or issue and to guide the communication to a timely conclusion.
- 6.** Adapts their communication style and content to the audience; makes their point in a different way if people don't understand them; provides specialist/technical information in a way that others can understand (uses minimal jargon); tailors their communication without losing the integrity of their message.
- 7.** Produces written communications (emails, letters, and reports) which are well structured, succinct and convey key messages unambiguously; tailors the written communication to the audience in terms of language, style and level of detail¹.

Operation Crew Only

- 8.** Adapts their communication style to the situation; uses language of increasing urgency for an increasingly critical situation – observation or expression of concern, offering a solution, demanding an action.

Position Description:

Knowledge, Skills and Behaviours:

6. Seeks Learning

- 1.** Critically reviews their own performance to identify strengths and areas to improve; continually challenges and questions their own ideas, thoughts and actions.
- 2.** Willing to receive feedback on their performance – shows commitment to this process and fully engages in it; acts on feedback given to change their behaviour.
- 3.** Prepared to talk about what they didn't do well and could do better; admits mistakes openly and identifies the learning points for themselves and others.
- 4.** Willing to ask 'dumb' questions or how to do something; admits when they don't know the answer to a question rather than 'bluff'.
- 5.** Accepts and welcomes the need to keep 'current' on their knowledge, skills and fitness; continually keeps their skills, knowledge and physical fitness up to date.
- 6.** Willing to put in the time and effort needed to gain new knowledge and skills; challenges themselves to develop their competence professionally and personally.
- 7.** Shows an interest in learning about others' roles; wants to know more; takes part in activities that facilitate learning.

Position Description:

Knowledge, Skills and Behaviours:

7. Operates Professionally and with Confidence

1. Operates consistently within CareFlight's standard operating procedures and policies; accepts the rules and follows these.
2. Role models the way we do things round here (eg by completing daily checks, keeping the place clean, maintaining fitness etc).
3. Does what they say they are going to do (eg turns up for work on time, delivers what they have committed to).
4. Publicly supports management decisions, initiatives and policies.
5. Avoids risk taking behaviours; takes responsibility for raising their awareness and that of others, of potential risks in their work and environment.
6. Shows confidence in themselves and what they are doing; able to operate without constant supervision and guidance.
7. Is confident and directive in giving instructions to others when needed; tells others what they think (sensitively and diplomatically); is not afraid to give a point of view.
8. Remains visibly relaxed when dealing with a crisis or difficult situation; listens and observes what is going on around them before reacting; clearly defines what they want others to do to help them and communicates this.
9. Accepts the more frustrating elements of their role with a controlled and relaxed manner.

Engineering Staff Only

10. Refers to technical manuals to check facts, rather than relying on recall or what they are told by others.

Position Description:

Knowledge, Skills and Behaviours:

8. Makes Firm Decisions

1. Gathers relevant information from a variety of sources; checks the accuracy of this; identifies gaps and seeks additional information.
2. Draws accurate inferences from the available data; generates a range of options and possible courses of action.
3. Seeks views from others; selectively consults with people who will be impacted by the decision and/or have a relevant perspective or insight; avoids unnecessary consultation.
4. Uses sound judgement about when to make a decision – weighs up the pros and cons of gathering more data, consulting further or reaching a firm conclusion.
5. Makes a timely decision, even in the absence of complete information or a lack of consensus from key parties; selects the best option available at the time.
6. Separates facts from emotions when reaching decisions; relies on an objective and rational process to make a decision
7. Where possible, gains commitment to decisions before implementing them; talks through their decision with others (either during the process or afterwards); explores the impact of the decision on others and how to mitigate against any negative impact.

9. Accepts Change & Drives Improvement

1. Accepts the need for change; prepared to 'let go' of some things about CareFlight and move on.
2. Willing to experiment with new ideas and approaches (within the boundaries of standard operating procedures and with safety always taking priority).
3. Shows openness and enthusiasm towards change and the possibilities this presents.
4. Constantly seeks ways to do things better; is not satisfied with mediocrity; readily adapts to changing requirements and circumstances.
5. Helps to develop the standards of work and outcomes that CareFlight achieves.
6. Evaluates the need for change carefully and through consultation; makes decisions to try a new approach or implement a change after thorough consideration of all the possibilities and risks.
7. Justifies and sells the benefit of change to others.

As the incumbent of this position, I have read this Job Description, understand its contents and agree to work in accordance with the requirements of the position.

I understand and accept that I must also comply with the policies and procedures of CareFlight and can be required to undertake work as determined by my immediate manager and/or Chief Executive Officer.

Employee's Name:		
Employee's Signature:		Date: / /
Manager's Name:		
Manager's Signature:		Date: / /