



## Position Description

**Position Title:** AeroMedical Crew Member (Nurse)  
**Section:** Clinical – Darwin Operations  
**Hours:** F/T [  ] P/T [  ] Specify hrs/week. Casual [  ]

### Reporting and Organisational Context

**This position reports to:** Clinical Manager CareFlight Northern Territory  
Domestic Operations

**This position has the following positions reporting to it:** Nil

### The key strategic objectives for this position are:

1. To deliver the highest quality clinical care in a retrieval environment.
2. To manage logistical issues that may arise within a mission, ensuring a smooth transition between both transport modes and Institutions.
3. To consult and communicate both within the team and externally with our stakeholders, to ensure an optimal patient journey and clinical outcome.
4. To ensure that all equipment required to support the clinical and logistical aspects of the mission, is assembled and checked prior to responding, and returned/restocked at the completion of the mission.

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***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."*

### **Values:**

- Caring for our patients
- Accountability to the community
- Respect for each other
- Excellence to what we do
- Fairness in all our dealings
- Loyalty to our organization
- Integrity as our anchor
- Growing our people
- Holding true to our charitable purpose
- Teamwork with our partners

## **Position Description: AeroMedical Crew Member (Nurse)**

### **Individual Essential and Desirable Criteria for this Position:**

- Essential:**
1. Registered Nurse eligible for registration in the Northern Territory
  2. Minimum 5 years nursing experience with evidence of 4 years Emergency/Critical Care experience.
  3. Current certification in ALS/ACLS or TNP/TNCC
  4. Current Midwifery Nursing Certificate
  5. Physically capable of meeting the challenges of aero medical practice, including helicopter retrieval work.
  6. Highly developed interpersonal, written, and verbal communication skills.
  7. Effective consultation, negotiation and conflict resolution skills.
  8. Effective time management, problem solving and decision making skills.
  9. Demonstrated ability to operate in "out of hospital" environments
  10. Current Passport or the ability to acquire one.
  11. Current Driver's Licence.
- Desirable:**
1. Critical Care Qualifications.
  2. Demonstrated ability to function effectively as a team member in a critical environment
  3. Paediatric experience
  4. Previous experience working in the area of indigenous health
  5. Qualifications, training or experience in Retrieval
  6. HUET Training desirable

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;
- CareFlight International'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 and then at least once every year in the event of your contract being extended. 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: AeroMedical Crew Member (Nurse).**

### **Knowledge, Skills and Behaviours:**

- **Deliver direct and comprehensive nursing care and individual case management to patients in the aero medical retrieval setting**
- **Be responsible for planning and coordinating services relating to patients in the aero medical setting as directed by the service clinical and operational managers**
- **Participate in research, quality assurance (patient safety and performance improvement programs) and policy development within the aero medical retrieval environment**
- **Works as part of the integrated aero medical team throughout the performance of duty ensuring open communication and crew resource management practice within the clinical and aviation crew**

### **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**

Ensuring that all Missions undertaken by Careflight are completed successfully in a safe, professional and expedient manner. The CareFlight Registered Nurse will;

1. Deliver individualised high quality clinical care
2. Check all retrieval equipment is available and on line.
3. Have a sound understanding of how all the equipment works, and be able to troubleshoot, if required.
4. Be competent in patient assessment, clinical management and emergency procedures and protocols
5. Be confident in managing patient assessment and care while operating as the sole clinical provider
6. Have a sound understanding of the contents of the retrieval packs
7. Communicate any problems regarding equipment as soon as possible to the Clinical Manager
8. Complete the appropriate documentation that clearly identifies the problem.
9. Drive the CareFlight Ambulance as needed.
10. Coordinate the transit of the team, equipment and relatives if applicable.
11. Use negotiation and problem solving skills to overcome obstacles.
12. Maintain CareFlight's Standard Operating Procedures and clinical treatment protocols.
13. Undertake the assessment and preparation/packaging of the patient for retrieval and assist the Medical Officer with same if applicable
14. Communicate the patient's clinical status to CareFlight's Clinical Director or delegate or the NT Health Medical Officer on arrival at the referring hospital should any problems or discrepancies appear or if there are any concerns
15. Coordinate the transition of the patient from one mode of transport to the next
16. Assist the Medical Officer with medical management as appropriate

17. Have a highly developed understanding of the physiological issues related to aero medical transport.
18. Transport the crew, patient, equipment and if required, relatives to the admitting hospital.
19. Assist with the load/unload of patients as part of the aero medical crew
20. Clean and restock equipment at the completion of the retrieval.
21. Participate in data collection for research and quality assurance activities
22. Actively participate in ongoing professional development
23. Identify clinical practice issues for review and update as appropriate and report same to the clinical manager
24. Act as a resource for other crew involved in the retrieval environment
25. Be available to work across bases as needed to fulfill the clinical expectations
26. Have situational awareness throughout the retrieval process to identify safety and hazards for the patient and aero medical crew

## **Position Description: AeroMedical Crew Member (Nurse)**

### **Knowledge, Skills and Behaviours:**

#### **3. Demonstrates Dedication to CareFlight's Goals**

1. Shows a passion for working for CareFlight and for what the organisation collectively achieves.
2. Demonstrates a professional profile in all interactions with our stakeholders.
3. Shows loyalty to CareFlight; speaks positively about the organisation to all external parties
4. Acts in the best interests of CareFlight at all times; presents external parties with a positive impression of CareFlight by their actions.
5. Spends money wisely: is mindful of budget restrictions and prioritises spending accordingly.
6. Understands the bigger picture of CareFlight's goals as an organisation; sees how their role fits into the bigger organisational picture.
7. Takes actions that are consistent with a 'whole of organisation' perspective; takes account of long term organisational goals in their decision making process.
8. Accepts the need for regulation and approvals from different levels within CareFlight and from external stakeholders
9. Actively discourages negativity towards external stakeholders

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### Knowledge, Skills and Behaviours:

#### 4. Collaborates & Respects

1. Enjoys working as part of a team; shows willingness to work cooperatively with others; recognises the need for collaboration and shared success.
2. Treats people fairly and shows respects for their skills, knowledge and contribution to CareFlight; is accepting of all staff across all levels and makes others feel valued by showing interest in what they do.
3. Participates in collaborative discussions and problem solving; 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; can be a 'follower'
5. Doesn't take themselves too seriously and keeps their own achievements in proportion; keeps their ego in check and works as an equal team member with others.
6. Works well within their immediate team, **as well as** across departments and the organisation; makes an effort to break down barriers between teams.
7. Encourages others to approach them by fostering an 'open door' policy; responds positively to others and is polite and helpful.
8. Shows empathy towards others and understands their needs and where they are 'coming from' (eg challenges they are facing, fatigue, mood, emotions).
9. Prepared to be flexible and change their approach to accommodate the needs of others; accepts and works with others' strengths and weaknesses rather than getting irritated by them.

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### **Knowledge, Skills and Behaviours:**

#### **5. Takes Responsibility**

1. Willing to do more than just their specific job role; 'gives a bit extra'; offers to take on additional tasks.
2. Takes responsibility for resolving a problem; identifies the problem, gets 'stuck in' and finds solutions, owns the problem until it is resolved.
3. Proactively looks for things to do; seeks productive ways to use their time at work for the benefit of CareFlight.
4. Uses their initiative within defined boundaries and seeks guidance from others before investing significant effort in additional (non-core) tasks.
5. 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).
6. Tries to minimise workload for others where they can (e.g. comes in early to save others doing another flight).
7. Talks positively about their work and progress on tasks and projects; has a 'can do' approach to getting things done.
8. Perseveres and persists with tasks even when facing set backs and challenges; shows determination to succeed.
9. Proactively communicates about progress on tasks and any changes they have observed (eg new information, status of aircraft etc); alerts others early to any changes or difficulties they are experiencing.

#### **6. 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. Encourages participation by inviting others to ask questions, make comments and confirm their understanding.
3. Asks questions to gather information, involve others and check that their message has been received and interpreted correctly; clarifies any misunderstanding or misinterpretation.
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.

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### **Knowledge, Skills and Behaviours:**

#### **7. Communicates Actively**

1. As the speaker, acknowledges that others' understanding of their message is correct – 'closes the loop'.
2. Listens and concentrates to try and understand others' point of view before committing to their own.
3. 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.
4. 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.
5. Prepares for briefings/meetings in advance; ensures sufficient time is available and plans how to use this to best advantage.
6. Produces written communications, e.g. emails, letters, 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 detail.

#### **8. Operational Crew Only**

1. 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.

#### **9. 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.

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### **Knowledge, Skills and Behaviours:**

#### **Seeks Learning (continued)**

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.
8. Looks for ways to improve themselves and gain knowledge.

#### **10. Operates Professionally**

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, 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 pride in and takes care of our facilities, equipment and environment (eg keeps the place tidy, clean, presentable).
7. Presents themselves professionally in their personal appearance when interacting with external people.

#### **11. Engineering Staff Only**

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

#### **12. Makes Firm Decision**

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. 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.
4. 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.

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### **Knowledge, Skills and Behaviours:**

#### **Makes Firm Decision (continued)**

5. Separates facts from emotions when reaching decisions; relies on an objective and rational process to make a decision.
6. 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.

#### **13. Displays Self Confidence & Self Control**

1. Shows confidence in themselves and what they are doing; able to operate without constant supervision and guidance.
2. Tells others what they think (sensitively and diplomatically); is not afraid to give a point of view.
3. Is confident and directive in giving instructions to others when needed.
4. Is able to stand up to strong personalities and make their needs and views heard.
5. Demonstrates a belief that they can change an unsatisfactory situation by taking action to do this.
6. 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.
7. Reacts calmly to a problem; identifies the issues and resolves them.
8. Accepts the more frustrating elements of their role with a controlled and relaxed manner.

#### **14. 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.

**Position Description: AeroMedical Crew Member (Nurse)**

**Knowledge, Skills and Behaviours:**

**Accepts Change & Drives Improvement (continued)**

- 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.

**15. Demonstrates Self Discipline, Planning and Focus**

- 1. Maintains a state of readiness and preparation even when there are no operational tasks or projects going on.
- 2. Is able to switch focus rapidly and immediately concentrate on more critical tasks.
- 3. Makes thorough preparations before a job – thinks ahead, plans and prepares what is needed.
- 4. Pays attention to details – recognises the importance (and potential safety implications) of small things.
- 5. Focuses on their task and is clear about what they are supposed to do.
- 6. Thinks ahead to all the potential issues that could arise (during a project or a mission) – considers all the options and plans for these.
- 7. Completes tasks within reasonable and agreed time frames.

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 Clinical Director or Delegate and/or Chief Executive Officer.

**Employee's Name:**

**Employee's Signature:**

\_\_\_\_\_ Date: / /

**Manager's Name:**

**Manager's Signature:**

\_\_\_\_\_ Date: / /  
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