

First in First Aid



St John Ambulance Australia (NT) Information Kit for Employment

*This kit is intended to assist candidates to make the most of their applications
for appointment with*

St John Ambulance Australia (NT) Inc.

Human Resources Department
St John Ambulance Australia (NT) Inc
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INTRODUCTION TO THE SJAA MERIT SELECTION PROCESS

Thank you for your interest in employment with St John Ambulance Australia (NT) Inc. It is important that you understand the process you'll need to undertake in order to be successful in your application.

In accordance with St John Ambulance Australia (NT) Inc policy, selection and appointment of staff are based on the principle of merit. This means that from the point at which a vacancy within the organisation is identified, our approach to recruitment is designed to elicit the best person for the job, without bias or favouritism, based on the capacity of the person to perform the defined duties of the role having regard to the person's knowledge, skills, qualifications and experience, and with a view to the potential for future development as an employee of SJAA.

Merit is determined by a transparent and competitive evaluation process based on best practice in human resource management and natural justice, consistent with the values of the SJAA.

Participants in the process of selection and appointment in SJAA are trained in the process of merit-based selection and are monitored in terms of the quality of procedural fairness and compliance with legislative and policy requirements. Documents completed during the selection process are audited for completeness and accountability.

The information provided by applicants is tested in interview and through rigorous reference checks that include national police checks and pre-employment medical examinations. Failure by any candidate to provide accurate and truthful information at any stage of the selection process will automatically exclude them from consideration for the position being sought, and may exclude them from any future vacancies.

In general, the merit selection process in SJAA is as follows:

- A vacant position is declared and a position description, including details of essential and desirable selection criteria, is prepared and distributed internally and externally.
- Applicants submit written evidence of their capacity (knowledge, skills, qualifications, experience) to meet these selection criteria.
- A selection panel comprising at least two SJAA staff members, one of whom will be the supervisor of the position, obtains as much information about each applicant as possible through assessment of the written application, interview, and various checks, in order to make an informed and complete assessment.
- The selection panel then evaluates this evidence, and on the basis of the selection criteria, determines who in their opinion has established the strongest case for appointment.

All applicants are invited to seek feedback on their applications, whether shortlisted for interview or not.

For Trainee Ambulance Paramedic applicants, the appointment is only the first stage in a process of learning, training and practising the broad range of skills and knowledge essential for a qualified paramedic with SJAA. It will be a challenging, interesting and rewarding experience as long as you are prepared to work hard, strive to be the best you can, and commit to your team members. We look forward to seeing you grow and develop into one of our finest!

We hope that this Kit will be useful for you and ensure that you optimise your chances of appointment. For further information about the SJAA process of selection, or if you require assistance with any aspect of this process, please contact the Human Resources Department.

**Human Resources Manager
St John Ambulance Australia (NT) Inc.**

INTRODUCTION TO ST JOHN AMBULANCE AUSTRALIA (NT) INC.

HISTORY

The Most Venerable Order of the Hospital of St John of Jerusalem sponsors the St John Ambulance organisation. The Order traces its ancestry to the Eleventh Century, the period before the first of the Great Crusades.

The modern Order developed from an English branch of the ancient Order of Knights Hospitaller during the Nineteenth Century. From the 1880s, its work began spreading far and fast throughout the British Empire. Its success resulted from a popular wish to acquire basic medical knowledge and skills in a world undergoing rapid industrial development; one of the costs of this rapid development was an increase in accidents on the streets, in the work place and in the home. In such a world, the First Aid principles it promoted were something of which the community had increasing need.

The Order and its St John Ambulance bodies arrived in Australia during the 1880s, since then its enterprises have flourished and over the past century, the Order has become one of the nation's foremost charitable and health training organizations.

St John Council in each state or territory is the representative of the Order and has the primary responsibility for the management of St John affairs within the State or Territory.

ST JOHN AMBULANCE (AUSTRALIA) IN THE NORTHERN TERRITORY

St John Ambulance Australia (NT) Inc. (SJAA) operates under the guidance of the St John Council for the NT. The Council comprises of ten members drawn from various disciplines within the general population of the Northern Territory. The primary function of Council is to provide management guidelines and endorse policy decisions affecting the entire operations of the organization.

Within the Northern Territory, SJAA has four separate but closely related Arms or Branches:

- ❖ The Ambulance Service
- ❖ Volunteer First Aid Services
- ❖ Training and Education Department
- ❖ Corporate Service Department

The Chief Executive Officer (CEO) is responsible to the Chairman of the St John Council and is accountable for the conduct and co-ordination of SJAA activities throughout the whole of the Northern Territory.

THE AMBULANCE SERVICE

Overview

The Northern Territory Government contracts SJAA, to provide an Ambulance service for the people of the Northern Territory.

The area of responsibility is large although the population is small, not all areas are accessible by road these are covered by Aero-medical Service/Territory Health Services (a government medical service) or the Royal Flying Doctor Service.

Centres are located in the main towns along the Stuart Highway as well as in Nhulunbuy on the Gove Peninsular. The service is required from time to time to transport patients from remote interstate areas to hospitals within the Territory.

Capabilities

The Ambulance Service, whilst providing an emergency ambulance service to the community, also has the capability of supplying trained personnel for immediate response to incidents as disaster plans require. This includes major emergencies out on a community where the normal Aero-Medical Service/Territory Health Service requires supplementing due to the scale of the event. Examples of this are major vehicle accidents, public disorder, floods, or any other mass casualty incident.

The Ambulance Service trains all its Paramedic Officers in disaster and emergency medical management principles.

SJAA Ambulance Service also operates two communications centres, one in each region, Northern and Southern. Vehicle workshops located in both regions are responsible for maintaining the fleet of ambulances; they also undertake conversion work necessary to build the vehicles from a basic Mercedes Sprinter Van into a fully equipped ambulance for not only SJAA Ambulance fleet but also for other organisations and businesses such as Aboriginal communities, mines sites etc.

All ambulances operate with two person crews. Varying roster combinations enable the SJAA Ambulance Service, to provide ambulance coverage 24 hours per day at all centres. Rosters in the larger centres are 24 hours / 7 days a week, with the smaller centres operating on a combination of day, afternoon and on-call to provide 24 hour coverage for these areas. Modern communications systems enable the recall of on-call crews with minimum delay.

Ambulance Centres – Northern Region

The vast area of the Northern Territory for ease of administration is divided into two regions Northern and Southern, these regions are further divided into smaller centres of operations.

The following areas make up the Northern Region.

Darwin:

The seat of the largest population and its boundaries extend south to Hayes Creek, west to Daly River and Cox Peninsular and east to Oenpelli. The permanent resident population increases substantially by an annual tourist potential of approximately 130,000 people of which 5,000 to 10,000 could be in the region nightly.

The Darwin area of operation is divided into three sub-centres plus a communications centre. These sub-centres are Casuarina (Management, Administration, Training and Volunteer First Aid services support staff are also located here), Palmerston and Parap (operational crews plus an area that is used by Training Department for Public Education). Communications Centre (JESCC) located at Police HQ, Berrimah.

Communications in Darwin has the ability to handle all emergency ambulance calls for all centres within the Northern Region.

Katherine:

The area of responsibility extends north from the Katherine Township to Hayes Creek, south to Daly Waters and east to Roper Bar and Tableland, west to Timber Creek including the Western Australia border.

Within the Katherine area is the Tindal Air Force base.

Katherine being a popular tourist area, the population fluctuates greatly and the workload of course, varies from being light to extremely busy.

Nhulunbuy:

Located on the East coast of the Northern Territory, It is the most isolated of the Ambulance areas of operation. Generally light workload, mostly occurring within 25kms of the ambulance centre.

Ambulance Centres – Southern Region

Alice Springs and Tennant Creek centres form the Southern Region of the ambulance service. The Operations Manager for the Southern Region is located at Alice Springs, together with a small administration team and Training Department – Public Education.

Tennant Creek:

This is another isolated area of operation. The area of responsibility extends north to Daly Waters, south to Barrow Creek and east to the Queensland border including the various mining communities that operate in this area at any one time.

Workloads vary especially during the tourist season.

Alice Springs:

This is HQ for the Southern Region. The area of responsibility extending north to Barrow Creek, north west to Rabbit Flats, west to Docker River, south to the South Australian border and east to many outlying missions. As a popular tourist destination, the population requiring ambulance coverage will vary greatly from day to day.

Long trips are normal especially at night when aircraft are restricted in movement.

A Communications centre is located at the Ambulance Centre in Alice and it has the capacity to handle all emergency calls for the two areas located in the Southern Region as well as handling after hours calls for other services.

Uluru is currently the responsibility of the Flying Doctor Service, who has crews located in the area.

Communications

The communications centres located in Alice Springs and Darwin provide ambulance communications for the whole of the Ambulance Service in the Northern Territory. Ambulance trained Emergency Medical Dispatchers (EMDs) operate these centres on a 24 hours / 7 days a week rotating roster.

Both Centres receive all “000” medical emergency calls. All these calls originate from Telstra utilising the Enhanced 000 system. This system allows for the identification of the caller’s originating phone number and the address where the phone is located or registered. This enables Emergency Medical Dispatcher to activate a response even if a full address is unavailable from the caller and/or call back the number to verify details and to assist the caller with first aid advice.

The Darwin centre is located at the Joint Emergency Service Communications Centre (JESCC) located at NT Police Headquarters, Berrimah. This centre uses both a computer aided dispatch system as well as the PRO-QA system.

The Communications Centre in Alice Springs located at the Ambulance Centre provides after-hours support to the Royal Flying Doctor Service and Aero – Medical Services.

EMDs (Emergency Medical Dispatchers) are responsible to the Operations Managers for the coordination of all Ambulance service resources under the control of the Communications Centre. They have a direct link with the Hospital, Police, Fire, Air Traffic Control and essential services such as Power and Water in their area of control.

EMDs are trained in the use of computer aided dispatch equipment, the emergency call taking procedures (PRO-QA) as well as undertaking the same first Clinical module requirement of residential training as on-road officers.

Vehicles

The service operates a modern well-equipped fleet of ambulances including Mercedes, a few other models are still be used but are slowing being phased out. There are also 4WD Ambulances, clinic buses, mobile first aid posts, and other ancillary vehicles.

All Ambulances are equipped with the latest in pre-hospital equipment including

- ❖ Oxygen (up to 8 hours supply)
- ❖ Analgesia
- ❖ Resuscitation Equipment
- ❖ Emergency Childbirth kit
- ❖ Intravenous Cannulation Equipment and IV Fluids
- ❖ Portable and vehicle operated suction units
- ❖ Cardiac monitory and defibrillation devices
- ❖ Pulse Oximetry
- ❖ Spinal Immobilisation Devises
- ❖ General First Aid and Trauma Supplies
- ❖ Personal Protective Equipment
- ❖ Various Pharmaceuticals.

Paramedics carry additional equipment and drugs such as Atropine, Morphine, Infusion device, Cricothyrotomy device, and ET Intubation equipment

VOLUNTEER FIRST AID SERVICES

The volunteer arm of St John Ambulance Australia (NT) Inc., has over 500 members providing first aid services throughout the Northern Territory. These volunteers provide first aid coverage at various sporting, entertainment and community events and assist the paid service by providing emergency ambulance crews. Volunteer members undertaking ambulance duty roles, will have completed as a minimum level the same initial training as an employed Officer.

Volunteers meet weekly; these divisional nights focus on maintaining or developing various first aid skills and knowledge. Using the latest techniques and equipment, SJAA volunteers donate their time and services free of charge to provide professional first aid support to the community around the country 24 hours a day. The basis of the weekly volunteer training is under pinned by a national skills maintenance programme. Volunteers also have access to additional advanced first aid training and ambulance training.

VFAS have divisions in all major centres in the Northern Territory. They are located in Darwin, Palmerston, Humpty Doo, Nhulunbuy, Batchelor, Katherine, Tennant Creek, and Alice Springs.

SJAA provides volunteer members with a uniform and first aid equipment. Members are required to obtain a Senior First Aid Certificate, be of good character (police checks are undertaken), capable of intensive study to complete the necessary training, an ability to remain calm under stressful or emergency situations, and be free of any disability or condition which would limit these requirements.

The age of a SJAA volunteer can range from 8 years of age (St John Juniors) to over 70 years of age. Retirement is determined on fitness and ability to carry out the necessary first aid duties rather than age.

TRAINING & EDUCATION DEPARTMENT

St John Ambulance Australia (NT) Inc is a nationally accredited and registered training provider. The Training and Education Department not only offers a wide range of first aid courses for the general public, it is also able to offer specially designed courses for individual clients as well as being responsible for the Diploma of Paramedical Science (Ambulance) which all on-road full-time employees are required to complete.

The Paramedic Training College (PTC) located at Casuarina Centre is responsible for providing the training for Ambulance Officers from Trainee through to Intensive Care Paramedic status.

Trainee Ambulance Paramedics are required to complete the Diploma of Paramedical Science through PTC. The Diploma offered by PTC is only available to full-time employees or members of Volunteer First Aid Services of St SJAA. Prior to being elevated to Paramedic status it is necessary for students to complete logbooks associated with clinical skills and driving.

Applicants who have completed and/or partially completed the Diploma of Paramedical Science (or equivalent) through another training provider may apply for recognition of prior learning (RPL) for units, modules or the full Diploma. Information on how to apply for RPL is provided in the General Information Booklet which is issued to applicants successful in being appointed to a position.

HUMAN RESOURCES DEPARTMENT

The Human Resources Department provides the full range of personnel and payroll services to all employees and volunteers of SJAA. Additionally, the HR Department contributes to the strategic development of the organisation through workforce planning, risk management, attraction and retention strategies, and information and quality management.

This department is also responsible for the personnel who provide paramedical services to various clients of SJAA such as exploration vessels and mines sites. Paramedics appointed to these positions may be staff members who transfer to 'contract work' from an on-road position with SJAA or specially recruited for the vacant position.

FINANCE DEPARTMENT

The Finance Department is responsible for providing administrative services to the various arms of St John Ambulance Australia (NT) Ambulance and First Aid Services.

As well as providing an ambulance service to the people of the Northern Territory and a wide range of national accredited training courses, SJAA also sells a wide range of first aid kits, medical supplies, and equipment as well as undertaking vehicle conversion for various communities, mine sites etc requiring ambulances. These activities are managed through the Finance Department.

IDEAL ATTRIBUTES OF AN EMPLOYEE OF ST JOHN

What are the attributes SJAA looks for in an employee?

A Good Communicator

St John staff are required to have contact with people from a diverse range of cultures and nationalities. Many clients of St John use English as a second language and it is important that our staff can treat all members of the public with dignity.

A Team Player

All staff at St John are encouraged to work as a team and to assist one another to ensure that the daily demands of the organisation and our clients are catered for in a timely and efficient manner.

Probationary period

A six-month probationary period is applicable to all employees appointed to St John. Additionally, all students are monitored during their study towards their Diploma to ensure adequate progress for completion of all academic and practical requirements. Failure to attain these standards of progress may result in disciplinary action that may include termination of employment.

FROM APPLICATION TO APPOINTMENT – THE PROCESS

APPLICATIONS

Applicants should submit a written application. The application must include:

- Comment against each of the key selection criteria – **listed below**;
- A current curriculum vitae that covers personal details, qualifications, previous experience and details of last three previous employers;
- A written statement supporting your application;
- At least three referees (name, relationship to the candidate, organisation, contact details); and
- Contact details during business hours.

Some more tips for completing your application to ensure the best outcome are included at the back of this Kit.

Selection Criteria

Selection criteria are key elements of the decision about whom to appoint. It is therefore very important that you take time to present relevant evidence to demonstrate that you meet these criteria. The panel does not want theory or opinion – it is looking for you to show your experience and knowledge are sufficient to enable you to do the job.

Try to keep your responses to no more than a third to half a page of A4 size. One or two examples against each criterion are generally sufficient to convince the panel of your suitability.

Please note: if you do not address each criterion, your application may not be considered. The panel will generally not look further into your curriculum vitae to make a decision about a selection criterion; it is up to you to highlight the evidence.

Referees

Please ensure that your referees include at least two who are able to offer valid comment regarding your work skills and experience. You may also include a character referee, who is not a family member, to confirm a particular characteristic you possess or specific non-work experience that could assist you in your application.

Referees should be current (relevant to work or experience within the past 12 months), and prepared to provide information to the selection panel within a short timeframe. Should the panel be unable to contact a referee within a reasonable timeframe, you may be asked to provide an alternative referee at short notice.

THE INTERVIEW

The selection panel will assess each written application and determine a shortlist of candidates for interview. It is essential that all required information is supplied with each application, otherwise it may not be considered (see checklist above).

Generally interviews are arranged within a month after the date of closure of applications, and whilst every attempt is made to give applicants as much notice as possible, SJAA will seek to expedite its processes. Applicants should therefore ensure that they are reasonably available for the period immediately following the date of closure of the applications.

All interviews will be in person.

Interviews vary in length from 30 minutes to one hour. They are structured to enable the panel to make a fair and equal assessment of each candidate. The selection panel will take notes, and mark responses to questions in accordance with a scoring grid. The panel will offer applicants the opportunity to ask a few brief questions as well.

Medical Examination

Those candidates who gain employment may be further requested to undergo a pre-employment medical examination. This is conducted by a medical practitioner nominated by SJAA to assess your medical fitness to perform your duties.

THE SELECTION PROCESS

At the end of all the interviews and other assessments, panel members confer to discuss their preferred candidate/s and compile a short list of applicants to progress to the next stage of selection.

The chairperson (or delegate) of the panel will conduct reference checks. The candidate will be advised of this beforehand to ensure the referees are still current, and to enable him / her to inform the referees that they will be contacted shortly.

APPOINTMENT

Once all assessment reports are completed and reviewed, the Selection Panel re-convenes to finalise their selections for appointment. A written offer of employment will be made. Once a letter of acceptance is completed and returned to SJAA, the process of recruitment and selection is complete.

RELOCATION

In some cases, SJAA may assist new staff with relocation expenses. Information regarding this will be provided at the time of offer of employment.

SPECIAL NEEDS

SJAA is an equal employment opportunity employer. SJAA's policy allows the organisation to make reasonable adjustments to meet the needs of a person from a different cultural background or with a disability. If you have a special requirement, it is important to advise us either in your application or by direct contact with the Human Resources Manager as soon as you make application.

YOUR RECORDS

SJAA retains the documentation relating to the selection process for a period of twelve months following the appointment of the preferred candidate. Applications may be used to identify suitable candidates for positions that may arise during that period; please indicate on your application form whether you are willing for this to occur.

INSTRUCTIONS FOR COMPLETING YOUR APPLICATION

A CHECKLIST

Applications that do not meet these guidelines may not be considered.

All applications received will be acknowledged on receipt and at the conclusion of selection processes.

Please use plain white paper only.

Do not include your application in any type of folder.

Record your surname and the page number at the top right hand corner of every page.

- Comment against each of the key selection criteria;
- A current curriculum vitae that covers personal details, qualifications, previous experience and details of last three previous employers;
- A written statement supporting your application;
- Contact details during business hours.

Do not put your application in any type of folder

Do not attach originals of certificates

Mailing address for your application:

**Human Resources Manager
St John Ambulance Australia (NT) Inc
PO Box 40221
CASUARINA NT 0811**

OR

The Address identified on the advertisement.

Emailed applications are preferred providing the application is in a Word or PDF format and is **one file** not a number of attachments to:

jobs@stjohnnt.asn.au

If you have elected to submit your application electronically and it cannot be opened or it has more than one attachment it will be returned to you and will not be considered unless re-submitted in the required format.

Ensure your application is received by the closing date and time.