

Volunteer Role Description



Role title:	Wish Ambulance Transport Support Officer
Role reporting to and managed by:	Palliative Care SA Ambulance Wish Coordinator
Paid/Volunteer:	Volunteer
About Palliative Care SA	
<p>Palliative Care SA (PCSA) is a leading South Australian charity and independent peak body representing palliative care providers, the community and people experiencing a serious illness, dying, death and grief. Our belief is that how we support the way we die in community is an indicator of the way we are as a society.</p>	
About the Ambulance Wish South Australia Program	
<p>Ambulance Wish South Australia (AWSA) is the chance to give people living with a life-limiting condition the opportunity to fulfil a special wish and create memories that last forever.</p> <p>Wishes tend to be simple and special moments to treasure such as a visit to the beach for fish and chips, a final trip to country to connect with cultural heritage and ancestry or the chance to return home to meet a new grandchild.</p> <p>The Ambulance Wish program is a powerful reminder of how simple acts in these final days and weeks can bring joy and peace to our community.</p> <p>The AWSA Program is led by Palliative Care SA in partnership with St John SA and Flinders University and is completely dependent on corporate partnerships, donations and community fundraising to ensure its objective is achieved.</p> <p>For more information: www.ambulancewishsa.org.au</p>	
Commitment and Time Required	
<ul style="list-style-type: none">• Approximately 8 hours every four months<ul style="list-style-type: none">○ A Wish Day is approximately 6 hour day (can be more or less), plus a 15 minute teams planning meeting prior and 15 minute post wish debrief/evaluation• Availability: weekdays (occasionally out of hours or weekends)	

Purpose of this volunteer role

The purpose of the Ambulance Wish Driver is to lead the transport (including driving) and support for the wish recipient via a dedicated ambulance to the wish location and back to their original pick up location.

It is a requirement for every offsite Ambulance Wish to have two Wish Ambulance team members. To provide the transport and support for the wish recipient. These two positions are:

1. Ambulance Wish Driver
2. Ambulance Wish Transport Support Officer

These two roles will be responsible loading and unloading the wish recipient, and attending any medical requirements of those people involved on the wish (other than the wish recipient). The Ambulance Wish Driver must be a AHPRA registered paramedic, with current paramedic employment. The Ambulance Wish Transport Support Officer must be AHPRA registered (any discipline) or a current front-line employee. This ensures professionalism and appropriate boundaries to support the Ambulance Wish process.

If the Wish Recipient has specialist palliative care/complex needs they will have a clinical escort who will be responsible for all their clinical needs and personal care requirements.

If the Wish Recipient has generalist palliative care/low complex needs they will have medical consent that their carer will provide any personal or clinical needs during the Ambulance Wish.

Main Tasks

Pre Wish Activity

- Actively participate in the pre-wish planning video conference including review and providing feedback on the Wish Care Plan
- On occasion it will be preferable to visit the wish location to conduct a site inspection – particularly regarding access and safety for wish planning

On the Day of the Wish

- Ensure all Ambulance equipment and supplies are checked
- Pick up the Wish Recipient, carer and Clinical Escort from confirmed location
- Follow direction from Ambulance Wish Driver and Wish Day Lead
- Implement the wish care plan with the wish team and escalate any concerns/risks/issues to the clinical escort and Wish Day Lead
- Oversee and coordinate the transfer movement of the wish recipient throughout the wish as needed with the necessary equipment.
- Receive direction from the clinical escort regarding supporting them to provide basic support for the wish recipient (within scope of practice)
- Provide support or first aid to the family of the wish recipient and broader team if required during a wish (within scope of practice)
- Return the wish recipient, carer and clinical escort to confirmed drop of location.

After the Wish

- Participate in the post-wish meeting and completion of relevant documentation and evaluations
- Provide mentorship and training to other volunteers

Workplace Health, Safety and Wellbeing

- Ensure management of Workplace Health Safety and Wellbeing issues within the work area and demonstrate leadership and communication on these matters.

Key Behaviours

Customer and Stakeholder Focus

- Accurately understands the Ambulance Wish program expectations, needs and requirements
- Ensures that feedback from wish recipients is leveraged to identify improvement opportunities
- Continually searches for ways to improve customer service

Drive for Results

- Takes timely action to address important short-term and long-term issues
- Demonstrates a strong sense of urgency in providing high quality services

Working Together

- Fosters a culture that encourages respect for others and promotes a whole of organisation collaboration

Qualifications and requirements

- Current AHPRA registration (any discipline) with no restrictions OR current employment as a front-line worker (ie fire, police, emergency)
- Current South Australian Driver's License
- Completion of the AWSA volunteer orientation
- Understanding of manual handling procedures as it relates to both manual and power stretchers, and the movement of the wish recipient in and out of a vehicle, property and other locations
- It is a requirement that this position undertake and hold a National Police Certificate and a current Working With Children Check both of which are acceptable to PCSA prior to the commencement of employment/volunteering. Continued employment/volunteering is subject to the maintenance of satisfactory checks