

<b>Role title:</b>	<b>Wish Ambulance Driver</b>
<b>Role reporting to and managed by:</b>	<b>Ambulance Wish SA Project Coordinator</b>
<b>Paid/Volunteer:</b>	<b>Volunteer</b>
<b>About Palliative Care SA</b>	
<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>	
<b>About the Ambulance Wish South Australia Program</b>	
<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 Ambulance SA and Flinders University and is completely dependent on corporate partnerships, donations and community fundraising to ensure its objective is achieved. For more information: <a href="http://www.ambulancewishsa.org.au">www.ambulancewishsa.org.au</a></p>	
<b>Commitment and Time Required</b>	
<ul style="list-style-type: none"> <li>● <b>Commitment:</b> Minimum volunteer commitment 6 months</li> <li>● <b>Approximate Hours:</b> 8 hours, every two months             <ul style="list-style-type: none"> <li>○ 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</li> </ul> </li> <li>● <b>Availability:</b> weekdays (occasionally out of hours or weekends)</li> <li>● <b>Location requirements:</b> <ul style="list-style-type: none"> <li>○ Attendance at various Palliative Care Services and general locations around SA (usually within 150km from Adelaide CBD)</li> <li>○ This role also includes working from home (ie. pre wish planning meeting)</li> </ul> </li> </ul>	
<b>Purpose of this volunteer role</b>	
<p>The purpose of the Wish Ambulance Driver is to lead the transport (including driving) and support for the Wish Recipient via a dedicated Wish Ambulance to the wish location and back to their original pick-up location.</p> <p>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:</p> <ol style="list-style-type: none"> <li>1. Wish Ambulance Driver</li> <li>2. Wish Transport Officer</li> </ol>	

These two roles will be responsible loading and unloading the Wish Recipient and attending to any medical/clinical/personal needs requirements of people involved on the wish (*other than the Wish Recipient\_ this is the responsibility of either the Clinical Escort for Specialist Care Needs Wishes or Carer for Generalist Care Needs Wishes*). The Wish Ambulance Driver is the lead regarding the transportation of the Wish Recipient and the Vehicle. The Wish Transport Officer follows the direction of the Wish Ambulance Driver regarding transport support and also performs the Wish Day Lead role.

This ensures Professionalism and appropriate boundaries are critical to the Wish Ambulance Team members roles.

Both Wish Ambulance Team members are also trained to be able to perform:

- **Wish Day Lead role** (*ensuring consents are in place, the careplan is followed and liaises with the AWSA Office Lead with updates and any changes/queries or issues.*)
- **Memory Pack Delivery role** (*Delivers the Memory Pack to the Wish Recipient/their family and to the linked palliative care service, including documenting feedback*)

## Main Tasks

### Pre-Wish Activity

- Actively participate in the pre-wish planning video conference including review of 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
- Drive the ambulance as required to the wish location and return
- Provide guidance and direction to the Wish Transport Officer
- Implement the wish care plan with the wish team and escalate any concerns/risks/issues to the clinical escort and Wish Day Office Lead
- Oversee and coordinate the transfer/movement of the Wish Recipient throughout the wish as needed and with the necessary equipment.
- Receive direction from the clinical escort to support 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 off location.

### After the Wish

- Participate in the post-wish team debrief 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

# Volunteer Role Description



- Continually searches for ways to improve customer service

### Drive for Results

- Takes timely action to address important short-term and long-term improvements
- 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 experience

- Certificate IV in Health (Ambulance) plus relevant experience or Diploma of Paramedicine (or equivalent) plus relevant experience or Bachelor of Paramedicine
- Current South Australian Driver’s License with no restrictions
- Relevant experience driving a patient transport vehicle
- Skilled and experienced in communicating with people who require additional care and support
- Experience following a care plan and directing a team to ensure it is followed
- Experience escalating issues to offsite coordinator and adapting plans to respond to situations
- Experience organising consumer consents and documentation
- 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

## Training Requirements OR evidence of recognised-prior-training

- Ambulance Wish South Australia (AWSA) volunteer orientation, including:
  - PCSA VoliVillage induction
  - Provision of checks and certifications
  - What is Palliative Care? training
  - Professional Boundaries training
  - Cultural Awareness training
  - AWSA volunteer and role orientation
  - AWSA Wish Day Lead task training
  - Completion of a ‘AWSA Wish Ambulance Driver Buddy Shift’
- Driving a patient transport vehicle
- Stretcher management training
- Manual handling training

## VOLUNTEER ACKNOWLEDGEMENT

Volunteer Full Name		Date	
Signature		Date	
Date Volunteer Role Description Approved by PCSA CSM / CEO		Shyla Mills	29 <sup>th</sup> July 2025

Role Documentation Requirements <i>(for Internal Use)</i>			
<ul style="list-style-type: none"> <li>• It is a requirement that this position for the incumbent to:                             <ul style="list-style-type: none"> <li>○ Undertake, hold and provide a copy of:                                     <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>National Police Check</b> (<i>valid within 2 years of commencement</i>) which is acceptable to PCSA prior to the commencement of employment/volunteering. *Continued employment/volunteering is subject to the maintenance of satisfactory checks</li> </ul> </li> <li>○ Understand and sign:                                     <ul style="list-style-type: none"> <li><input type="checkbox"/> This Role Description</li> <li><input type="checkbox"/> The PCSA VoliVillage Handbook</li> <li><input type="checkbox"/> PCSA Volunteer Agreement</li> </ul> </li> <li>○ Provide a copy of:                                     <ul style="list-style-type: none"> <li><input type="checkbox"/> Drivers Licence</li> <li><input type="checkbox"/> Completion of required certificate qualification</li> <li><input type="checkbox"/> AHPRA Registration Details (if relevant)</li> </ul> </li> <li>○ Provide evidence of (if relevant):                                     <ul style="list-style-type: none"> <li><input type="checkbox"/> Driving a patient transport vehicle (most recent training)</li> <li><input type="checkbox"/> Stretcher management (most recent training)</li> <li><input type="checkbox"/> Manual Handling (most recent training)</li> </ul> </li> <li>○ Completed AWSA Role Relevant Training:                                     <ul style="list-style-type: none"> <li><input type="checkbox"/> PCSA VoliVillage induction</li> <li><input type="checkbox"/> What is Palliative Care? training</li> <li><input type="checkbox"/> Professional Boundaries training</li> <li><input type="checkbox"/> Cultural Awareness training</li> <li><input type="checkbox"/> AWSA program orientation</li> <li><input type="checkbox"/> AWSA Wish Day Lead task training</li> <li><input type="checkbox"/> AWSA Memory Book Delivery task training</li> <li><input type="checkbox"/> Signed Completion of a 'AWSA Wish Ambulance Driver Buddy Shift'</li> </ul> </li> </ul> </li> </ul>			
PCSA Volunteer Coordinator Orientation Completion			
Full Name		Date	
Signature			