



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **HLTAMBMA601C Manage ambulance operations**

**Release: 1**

## **HLTAMBMA601C Manage ambulance operations**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This unit describes the skills and knowledge required to manage ambulance operations, for example, through supervision of an ambulance station

### **Application of the Unit**

#### **Application**

This unit applies to management of ambulance services

### **Licensing/Regulatory Information**

Not Applicable

## Pre-Requisites

### Pre-requisite units

This unit must be assessed after successful achievement of pre-requisites:

- HLTAMBAS501B Conduct clinical assessment
- HLTAMBCR502C Deliver standard clinical care
- HLTAMBC403C Coordinate resources

## Employability Skills Information

### Employability Skills

This unit contains Employability Skills

## Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

1. Maintain *operations* to meet quality standards

1.1 Ensure *supplies* necessary for operations are available and meet organisation requirements

1.2 Ensure operations within the area of responsibility meet service delivery *specifications*

1.3 Provide accurate information and advice to staff, members of the public and related organisations, in line with organisation policy and within the manager's area of responsibility

1.4 Communicate operational information to the appropriate people in a manner, at a level and at a pace to promote understanding

1.5 Ensure systems to monitor quality, time and cost *specifications* for service provided are fully and correctly implemented and maintained

1.6 Recognise *factors which may disrupt operations* and take appropriate action to minimise their effects

1.7 Maintain complete and accurate records of operations in the manager's area of responsibility in accordance with organisation policies and procedures

1.8 Promptly communicate recommendations for improving efficiency of operations and quality of service to the appropriate people

1.9 Ensure operations are in accordance with local ambulance standard operation procedure

**ELEMENT****PERFORMANCE CRITERIA**

2. Create and maintain *conditions* conducive to productive work and quality service

- 2.1 Ensure the work environment is as conducive to work activity as possible
- 2.2 Establish and maintain a sufficient supply of resources to meet community needs
- 2.3 Ensure staff working *conditions* and use of resources satisfy current legislation and organisation guidelines
- 2.4 Ensure maintenance frequency and the use of equipment conform to organisation standards, schedules and procedures
- 2.5 Where resources do not meet requirements, refer the matter to the appropriate person/s
- 2.6 Promptly report workplace accidents and incidents to the appropriate person/s and record as required
- 2.7 Promptly refer recommendations for improving *conditions* to the appropriate person/s
- 2.8 Ensure all necessary records are complete, accurate and legible and available to authorised person/s when required
- 2.9 Review records to ensure completeness and accuracy, in accordance with service policy

3. Monitor and control the use of resources

- 3.1 Maintain expenditure within agreed budgets, ensuring it conforms to organisation procedures and does not compromise future spending requirements
- 3.2 Clearly explain the contribution each team member can make to control of resources
- 3.3 Ensure records of expenditure are complete, accurate and legible
- 3.4 Ensure prompt corrective action is taken in response to actual or potential significant deviations from plans
- 3.5 Promptly refer requests for expenditure outside the officer/manager's responsibility to the appropriate person/s

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

#### *Essential knowledge:*

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Sound clinical knowledge
- Resource requirements
- Organisation policies and procedures
- Relevant legislation and industrial guidelines
- Budgets and finance management
- Record-keeping

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Promote, implement and manage work attitudes and practices that reflect awareness of the importance of a range of aspects of sustainability
- Use problem solving skills including:
  - using available resources
  - analysing information
  - making decisions that maximise the effective management of ambulance operations
- Use oral communication skills (language competence) required to fulfil job roles as specified by the organisation, including:
  - asking questions
  - active listening
  - delivering presentations
  - negotiating solutions

## REQUIRED SKILLS AND KNOWLEDGE

- acknowledging and responding to a range of views.
- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation, including:
  - reading and understanding incident reports and case management materials
  - preparing reports for senior management
- Use interpersonal skills, including:
  - working with and managing others
  - relating to persons from differing cultural, social and religious backgrounds.

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

*Critical aspects for assessment and evidence required to demonstrate this competency unit:*

- Assessment must establish acquisition of Essential Knowledge prior to assessment of skills application for this unit.
- Assessment must include evidence of competence in dealing with all situations outlined in Essential Skills section of this competency unit
- Evidence must include demonstration over a period of time to ensure consistency of performance
- Candidates must demonstrate their ability to apply essential knowledge and skills identified for this competency unit before undertaking independent workplace application

## EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
  - All workers should develop their ability to work in a culturally diverse environment
  - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
  - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

*Related units:*

This unit should be assessed in conjunction with the following competency units:

- HLTAMBAS604B Conduct advanced clinical assessment
- HLTAMBCR603B Deliver intensive clinical care

## Range Statement

### RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

**RANGE STATEMENT**

- Operations include:*
- All those activities under the responsibility of the Officer
- Sources of supply include:*
- External organisations
  - Internal departments/teams
- Supplies include:*
- Material supplies
  - Equipment/technology
  - Financial
  - Information
  - Sub-contracted/consulting/voluntary personnel
- Specifications relate to:*
- Service delivery
  - Operational requirements for meeting quality standards
  - Specific functional duties within the organisation
  - Quality assurance is achieved through systems that are both formal and informal.
- Factors which disrupt operations are those affecting:*
- Service delivery
  - Operational resources
  - Quality of service
- Corrective actions are consistent with organisation policy and within budgetary constraints.
- Conditions are those relating to:*
- Work environment
  - Equipment/technology
  - Hours worked
- The Officer is legally responsible under the requirements of:*
- OHS legislation
  - Industrial award, Ethnic Affairs Policy Statement and Equal Employment Opportunity legislation
  - State multi-casualty plans
  - Other relevant legislation or requirements

## **Unit Sector(s)**

Not Applicable