



# Royal Flying Doctor Service

CENTRAL OPERATIONS

## POSITION DESCRIPTION

<b>Name:</b>	
<b>Review /Commencement Date:</b>	August 2017
<b>Reviewed By:</b>	Head of Flight Operations

## Organisational Structure

Position Title	Role / Team	Section	Approved by
Charter Pilot	Aviation	Central Operations	Head of Flight Operations
Location	Employment Type	Reports to	Direct Reports
Darwin	Full Time	Senior Base Pilot (Alice Springs)	Nil

## The RFDS Mission

Providing excellence in aero-medical and primary health care across Australia.

## RFDS Core Capabilities

**Care & Respect** - For patients, staff, communities & cultures.

**Reliable & Dependable** - Giving our best and fulfilling our promises.

**Safety & Quality** - Continuous improvement through evidence based practice.

**Socially & Ethically Responsible** - In all that we do.

**Collaboration** - With teamwork, we can make an impact.

**Innovation** - Encouraged & celebrated.

## Position Purpose

Responsible for operating an aircraft within the charter environment according to the standards of the Royal Flying Doctor Service, Central Operations Flying Operations Manuals, Civil Aviation Orders (CAO's), Civil Aviation Safety Regulations (CASR's) and Civil Aviation Regulations (CAR's) as appropriate.



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## Responsibilities and Measures of Success in the Role

Key Result Area	Responsibility / Task	Measurement of Success (Key Performance Indicators - KPI's)
Key Responsibilities	<ul style="list-style-type: none"> <li>▪ Perform operational duties associated with the preparation for and the conduct of a flight including the normal refuelling, oil and oxygen replenishment, and handling of passenger/patient loading, unloading and passenger/patient baggage and freight.</li> <li>▪ Complete statutory and company documentations associated with a flight.</li> <li>▪ Ensure sound knowledge of normal and emergency checklists for aircraft operation.</li> <li>▪ Function in a team environment with other staff including medical personnel, and assist with patient care where practical.</li> <li>▪ Participate in safety and quality assurance activities in order to evaluate the effectiveness of the service and provide objective information as required.</li> <li>▪ Have a demonstrated commitment to continuing education and professional development and participate in designated meetings and educational programs.</li> <li>▪ Communicate effectively with all other personnel, both within the service and other agencies.</li> <li>▪ Participate in on-going training and checking program</li> <li>▪ Provide roster relief, as required, at all Central Operations bases</li> <li>▪ Carry out secondary duties as allocated.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Operates RFDS aircraft safely and efficiently in accordance with standard operating procedures.</li> <li>▪ Demonstrates a thorough relevant technical knowledge base.</li> <li>▪ Is able to fly the aircraft consistently safely within the parameters set by Training and Checking.</li> <li>▪ Maintains a positive approach to safety and works to enhance RFDS safety culture.</li> <li>▪ Is able to perform well in a team and promotes sound teamwork.</li> <li>▪ Completes required flight documentation with a high degree of accuracy and care.</li> </ul>
Secondary Duties	<ul style="list-style-type: none"> <li>▪ <b>Airfields Officer:</b> Prepare and maintain information in OPS28 Airfield Register. Raise and maintain Notams per OPS28 procedure, publicise locally, and liaise with other airfield officers as appropriate. Review flight reports for problems and additional or updated information. Liaise with airstrip owners/operators regarding the suitability and serviceability of an airfield.</li> <li>▪ <b>Operations Officer:</b> Provide advice to each pilot meeting of changes in rules and procedures and their effect on RFDS operations. Where a change in rules or procedures may affect a current RFDS policy, advise the</li> </ul>	<ul style="list-style-type: none"> <li>▪ Performs these tasks to the standard required by the Head of Flight Operations and Senior Base Pilots.</li> <li>▪ Looks for opportunities to improve existing systems where appropriate.</li> <li>▪ Consistently completes secondary duties in a timely and effective manner.</li> </ul>



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	<p>Senior Base Pilot of such change. Maintain the computer flight plan database and ensure accuracy of information.</p> <ul style="list-style-type: none"> <li>▪ <b>Base Safety Officer:</b> <b>Training:</b> As directed by the Head of Training and Checking, conduct emergency procedures training and testing annually for base pilots and flight nurses in accordance with OPS22 Crew Procedures Manual.</li> <li>▪ <b>Base Aviation Safety:</b> Support the Safety &amp; Quality Manager at base level in investigation and follow-up of incidents as directed, and assist in the furthering of safety promotion. Inspect safety equipment in aircraft and hangars annually. Review and report on safety related CASA/RFDS rule procedure changes. Liaise with maintenance staff re maintenance of survival equipment in aircraft. Recommend and coordinate safety changes and improvements.</li> <li>▪ <b>Base Fuel Officer:</b> Collect all fuel dockets and store for two years. Perform fuel consumption checks on each base aircraft at least once per month and forward to the Head of Flight Operations through the Senior Base Pilot.</li> </ul>	
Public Relations	<ul style="list-style-type: none"> <li>▪ Positively promote the public profile of the RFDS at all times.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Positive client/patient feedback</li> <li>▪ Positively support and contribute to RFDS public relations activities, as appropriate</li> <li>▪ Compliance with RFDS Code of Conduct</li> </ul>
Performance Management	<ul style="list-style-type: none"> <li>▪ Positively participate and contribute to the RFDS' performance management program.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Complete self assessments as required</li> <li>▪ Constructively and positively participate in regular performance reviews and discussions</li> </ul>
Quality/Compliance	<ul style="list-style-type: none"> <li>▪ Proactively participate in all activities associated with the management of occupational health and safety and ensure a safe working environment for all personnel by compliance with all relevant Occupational, Health, Safety &amp; Welfare, Equal Employment Opportunity obligations etc.</li> <li>▪ Contribute to Quality Programmes which support and maintain ISO9001 accreditation.</li> <li>▪ Comply with RFDS policies and procedures.</li> <li>▪ Ensure conduct at all times is professional, reputable and in accordance with philosophy and direction of the RFDS.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compliance with all Occupational, Health, Safety &amp; Welfare, Equal Employment Opportunity obligations etc.</li> <li>▪ Knowledge and understanding of RFDS policies and procedures and their applicability.</li> <li>▪ Demonstrated compliance with RFDS policies, standard operating procedures and protocols.</li> <li>▪ Promote, support and comply with all quality initiatives including ISO9001 accreditation requirements.</li> </ul>



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### Working Relationships

#### Internal

- RFDS Board, management and staff
- RFDS staff from other Bases & Sections

#### External

- Civil Aviation Safety Authority & Air Services Staff
- Other Government and non-Government organisations and staff
- Patients, escorts and other passengers
- Medical personnel

### Specific Skill Requirements / Qualifications / Qualities

#### Essential

- Current Australian Commercial Pilot's Licence
- Current Class 1 Medical Certificate
- Command Instrument Rating (CIR) completed 3 IPCs
- A minimum of 2,500 hours total
- 1,500 hours command
- 50 hours night
- Completed basic gas turbine theory or ATPL or a turbine endorsement
- Ability to work both independently and as part of a multi-disciplinary team
- Self motivated with good organisational and decision making ability
- Understanding and operation of aircraft in remote areas
- Hold current driver's licence

#### Desirable

- Previous experience in operating aircraft in remote areas
- 500 hour turbo prop/jet time
- 300 hours multi-engine
- 200 hours night
- Sound computer literacy
- Highly skilled trained and experienced in emergency retrieval practices
- An understanding of the history of the RFDS and its values and policies
- Knowledge of rural and remote Australia

#### Working Conditions

- Contract
- As rostered - attendance at designated base required from commencement and the duration off all rostered shifts
- Flexible in work practices (including working outside of core shift/rostered hours to meet the needs of the organisation)
- Exposure to a wide variety of environmental conditions
- Required to provide roster relief, as directed, at all Central Operations bases
- Uniform provided

#### Special Note:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this role. They are not intended to be an exhaustive list of all responsibilities, duties and skills to perform the role.

This document is current at August 2017