

Residential Emergency Medical Technician Programme

A candidate guide for those wishing to join Hato Hone St John, New Zealand

Hato Hone St John

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R-EMT Candidate Guide
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Nau mai, haere mai

Welcome!

Tēnā koutou and congratulations on taking the first step toward a rewarding career. Our Residential Emergency Medical Technician programme is a paid, earn-while-you-learn opportunity. Successful applicants will be employed full-time on salary while they train, gaining both experience and qualification. This pathway leads directly into a full-time frontline Emergency Medical Technician role within Ambulance Operations.

Whether you're seeking a fresh start, a purposeful role, or a way to give back to your community, this programme offers the chance to gain recognised qualifications, develop essential clinical skills, and join a whānau of professionals committed to making a difference every day.

This guide is your roadmap. It will walk you through who we are, what the programme involves, and how you can prepare for a successful application. It's designed to help you step into this journey with confidence and clarity.

About Hato Hone St John

Hato Hone St John is Aotearoa New Zealand's largest provider of ambulance services. Every year, we respond to over half a million incidents across 90% of the population. Our reach spans from bustling urban centres to the most remote corners of the motu.

We're a charitable organisation grounded in the values of service, compassion, and manaakitanga. Our bilingual name reflects our deepening commitment to Te Tiriti o Waitangi and our work to honour Te Ao Māori in all we do.

Our teams include Paramedics, Emergency Medical Technicians (EMTs), Emergency Medical Assistants (EMAs), volunteers, and Specialist Clinicians (Critical Care and Extended Care Paramedics). Together, we're here to enhance health and well-being for all by making life-changing differences with our communities.

Beyond ambulance operations, we also deliver first aid training, community health services, youth development programmes, and emergency response support during large-scale events and disasters. Every part of our organisation plays a role in improving health outcomes for our people.

Life as an Emergency Medical Technician

Working as an Emergency Medical Technician is a demanding but highly rewarding career. No two days are the same; you will respond to a wide range of situations, from serious medical emergencies to supporting people through unexpected health events. The work can be intense, requiring you to stay calm under pressure and make quick decisions in unpredictable environments.

This is shift-based work, which includes nights, weekends, and public holidays. Shifts are commonly 12 hours in length, and the schedule varies weekly. It is physically and mentally challenging, and you will need resilience, adaptability, and a strong sense of purpose to thrive.

When working on an ambulance, you'll be exposed to confronting and emotionally demanding situations. These experiences can have a lasting impact, but you won't face them alone. Your crew partner, station colleagues, clinical mentors, and team managers will be there to support you, people who genuinely understand the realities of the job. There are also dedicated systems and resources in place to help you process and manage what you've experienced.

You will be part of a team that looks out for one another. Support, camaraderie, and shared purpose are central to the role. There are also structured opportunities to keep developing – building your confidence, clinical knowledge, and professional judgement.

While it is not an easy job, many EMTs find deep purpose in what they do. You will grow in ways you never expected, gain valuable skills, and make a real difference in the lives of people and whānau throughout your community.

Earn while you learn, our Emergency Medical Technician Programme

Understanding the Residential EMT Programme

The Residential Emergency Medical Technician programme (R-EMT) is a fast-paced, full-time programme that blends classroom learning, ambulance placements, and self-directed study. Over 30 weeks, you'll move through a structured progression of academic and practical phases.

The full programme runs for 30 weeks and includes

- 10 weeks of classroom-based learning
- 14 weeks of ambulance placement
- 3 weeks of self-directed learning (SDL)
- A final clinical assessment
- A period of annual leave before beginning frontline work.

You'll live on-site during theory blocks (Monday to Friday), returning home each weekend. These 10 weeks are spread across the full 30-week programme, so you won't be away from home continuously. Accommodation and travel for these residential components are provided by Hato Hone St John.



Programme content and structure

Phase 1: Orientation and foundational skills

This first phase begins with a formal welcome into Hato Hone St John, typically through a mihi whakatau or pōwhiri, recognising the importance of starting your journey in a culturally grounded and respectful way.

You will be introduced to the organisation's values, culture, and expectations of the role. This phase includes First Responder training, an introduction to ambulance operations, and our ambulance driving course.

Focus areas include:

- Hato Hone St John induction and values
- Ambulance operations and professional standards
- Health and safety protocols
- First Responder clinical training
- Introduction to ambulance driving.

Phase 2: First on-road placement

The first supervised shifts take place on a frontline ambulance – a key transition point from classroom learning to real patient care, with a focus on observation, application, and reflection.

Focus areas include:

- Supervised ambulance driving
- Primary and secondary patient assessments
- Use of ambulance equipment and vehicle checks
- Clinical documentation using the electronic patient report form (ePRF)
- Crew debriefs and clinical discussions.

Phase 3: Academic modules, simulation training, and Ambulance placements

This phase focuses on developing essential clinical knowledge through a combination of academic coursework and hands-on practice. You'll complete three modules from the NZQA-accredited New Zealand Diploma in Ambulance Practice (Level 5).

Core learning outcomes:

- Apply functional knowledge of anatomy, physiology, and pathophysiology for a range of medical and trauma conditions.
- Perform differential diagnoses and determine patient acuity through structured, focused assessment.
- Manage and treat patients with clinical reasoning and sound judgment.
- Provide safe, legal, ethical, and culturally appropriate out-of-hospital care.
- Communicate effectively with patients, whānau, healthcare providers, and emergency services.

This phase also includes scheduled self-directed learning weeks and short placement blocks, designed to integrate theoretical knowledge with clinical experience.

Phase 4: Road consolidation and clinical practice

In this phase, you will be rostered full-time on operational ambulances under supervision. It is designed to consolidate your learning, enhance clinical judgement, and develop your practice in a real-world setting.

Focus areas include:

- Leading patient assessments and decision-making
- Delivering care in urgent and emergency situations
- Administering medications
- Interacting with healthcare providers and other emergency services
- Maintaining case logs and engaging in reflective practice.

During this phase, you'll be assessed using a series of skills while on the road, this forms an important part of the assessment process, and your journey to independent practice.

You'll also have regular check-ins and be supported by the duty managers.

Phase 5: Clinical Assessment and transition to employment

The final weeks focus on confirming your competence and preparing you for frontline independent practice. The final classroom week focuses on your learning throughout the programme, a recap on clinical care and is concluded with an Emergency Medical Technican clinical interview.

Following successful completion, you will be allocated a period of annual leave before starting on the frontlines!

Successful completion requires:

- Completion of all workbook and case log tasks
- Demonstration of safe, consistent clinical performance.

The recruitment journey

What we look for

Are you:

- Compassionate and community-minded?
- Committed to learning and growth?
- Calm, adaptable, and solutions-focused?
- A strong communicator and collaborator?
- Culturally competent and equity-minded?

You don't need a medical background – we'll teach you what you need to know. What we're looking for is life experience, empathy, and the motivation to step up and make a difference.

Before applying, we encourage you to:

- Review the eligibility criteria for the programme
- Ensure you meet our medical standards which can be found on our Careers website
- Reflect on your motivations and goals
- Prepare a tailored CV and cover letter
- Consider your preferred location and flexibility.

Talent communities

We do not advertise these roles all year round. Join our **Talent Communities** to express interest and stay connected. You will be the first to hear about new roles, workforce needs, and updates.

Join here →

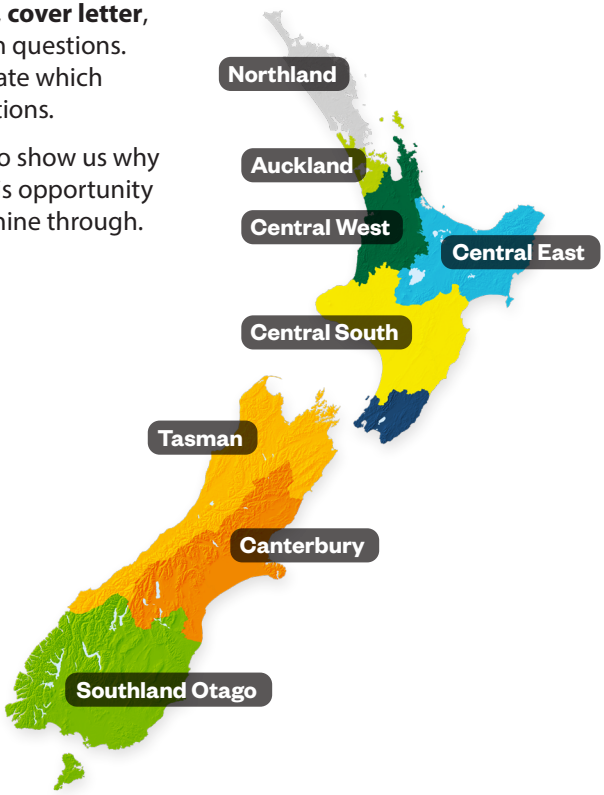
Application process

Here is what to expect when applying for the **Residential Emergency Medical Technican Programme**. This process is designed to get the best out of you, so while it may challenge you, we are here to support you each step of the way.

1. Application

Start by submitting your **CV**, **cover letter**, and responses to application questions. The job advert will clearly state which region(s) is open for applications.

Tip: Tailor your cover letter to show us why you are passionate about this opportunity and let your authentic self shine through.



2. Screening and values assessment

We will check your eligibility and ensure alignment with **our five values** through a short, scenario-based tool. This is a chance to show how you think and respond in real-life situations, rather than just what you know.

Tip: There are no "perfect" answers here. The best approach is to be honest and consistent with your gut instinct – it is not about picking what you think we want to hear.



3. Interview and assessment

You may be invited to an in-person assessment centre, where you will take part in a range of activities, including a panel interview, group tasks, and physical elements that reflect the job. We are also looking for cultural awareness, adaptability, and teamwork.

Tip: Use the **STAR method** (Situation, Task, Action, Result) to structure your answers during the interview. This will help you stay clear and concise. Make sure you understand key ideas like health equity, and cultural safety – these are important in our mahi.

Bonus Tip: Come prepared with questions for us, too! Interviews are a two-way street.

4. Psychometric assessment

This step helps us understand your natural thinking styles, motivations, and how you prefer to work, insights that are useful not just for us, but often for you too. It includes a mix of cognitive and behavioural tasks.

What to expect: It is not a "pass or fail" test. Some parts might feel tough or unfamiliar – that is normal. You may even be surprised by the results, and that is okay! These tools help round out the full picture of who you are and how you might thrive in this role.

Tip: Find a quiet spot, stay calm, and do not overthink it. Trust your instincts and pace yourself. If you get stuck, move on – not every question needs to be perfect.

5. Reference and health checks

At this stage, we will request references, a health declaration, driver's license details, and carry out a **police and children's safety check**. You will also need to meet **our medical standards**, as the role is physically and emotionally demanding.

Tip: Make sure your referee contact details are up to date and that they know to expect a call.

6. Offer

If you are successful, you will receive a formal job offer with all the key details: programme stream, start date, location, and next steps for onboarding. If you are not successful this time, you're welcome to request feedback and apply again in the future.

What happens next if you are successfully employed?

All successful external applicants will receive a Welcome Pack and be loaded into our onboarding system, Enboarder, which will guide you through your induction journey. This includes information to help you get set up, learn more about Hato Hone St John, and prepare for your first day of work.

The Residential EMT Programme is designed to take you step by step from induction to operational practice. Each phase builds your clinical capability, confidence, and readiness for the road.



Conclusion

Life on the road

The work is dynamic, challenging, and rewarding. As an Emergency Medical Technician, you will be part of a team providing care across diverse communities. Your shifts will include a mix of days, nights, weekends, and public holidays. Depending on service needs, you may be placed in a relief cluster covering several stations or based at a specific location.

Success in this role comes from teamwork, professionalism, and a willingness to grow through every experience.

Next steps

Ready to apply?

We encourage you to keep an eye on our job listings at our Careers Website or join our Talent Community to be the first to hear when new opportunities open. This programme could be the beginning of an incredible journey – one where you'll earn, learn, grow, and serve.

Our Emergency Medical Technician programmes exist to grow the next generation of ambulance professionals. If you're exploring a future as an EMT with Hato Hone St John, this guide is here to help you understand the path ahead and what it takes to succeed.

Thank you for considering a career with Hato Hone St John. If you have any questions about the application process or the programme, feel free to reach out to our Recruitment Team: **recruitment@stjohn.org.nz**.

Ngā mihi nui – thank you, and all the best with your application.



Notes


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