

Statement of Duties

Position Title: Emergency Medical Dispatch Support Officer	Position Number: Generic	Effective Date: August 2019
Group and Unit: Community, Mental Health and Wellbeing		
Section: Ambulance Tasmania	Location: South	
Award: Ambulance Tasmania	Position Status: Permanent/Fixed-Term/Casual	
	Position Type: Full Time/Part Time/Casual	
Level: 1-3	Classification: Emergency Medical Dispatcher SO	
Reports To: Manager State Operations Centre		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

As a member of the Ambulance Tasmania (AT) State Operations Centre Team the Emergency Medical Dispatch Support Officer (EMDSO) undertakes call taking duties and/or non-emergency dispatch.

The EMDSO will receive, record and prioritise requests for ambulance services, using telephone, and computer aided dispatch systems and other ancillary communications equipment.

Provide high quality pre-arrival advice in accordance with predetermined algorithms.

Duties:

1. Receive, record and prioritise requests for ambulance services, including the provision of high-quality pre-arrival instructions, following mandatory predetermined decision-making algorithms.
2. Operate in accordance with documented Standard Operating Procedures.
3. Receive and make telephone calls concerning ambulance operations, public and administrative inquiries and any other relevant calls, including liaison with allied health care workers, other emergency service providers and support agencies.
4. Operate all technological systems (excluding radio within the State Operations Centre) including undertaking minor maintenance, fault finding and rectification in accordance with standard operating procedures and fault reporting.
5. Maintain all relevant documentation and records pertaining to the operation of the State Operations Centre.
6. Manage data related to ambulance call taking including data entry, production of reports and case sheet entry.
7. Actively participate in coaching and mentoring sessions to improve performance within the State Operations Centre environment and personally engage in achievement of key performance indicators determined by the Service from time to time.

8. Provide mentoring and/or on the job training and other support in communications training and skill maintenance as required, commensurate with level of skill and experience.
9. Undertake and successfully complete such training and professional development as required by AT.
10. Perform the duties of Non-Emergency Patient transport call taking and coordination.
11. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
12. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Scope of Work Performed:

- Responsible to the Manager State Operations Centre for performance of duties in accordance with Standard Operating Procedures.
- Exercise reasonable care in the performance of duties consistent with the relevant Work Health and Safety (WH&S) legislation.
- The position works in accordance with defined procedures and policies, under the general supervision of the State Operations Centre Team Leader, and in consultation with the Duty Manager, State Operations Centre as required.
- The occupant is accountable for the implementation and support of a positive workplace culture and is responsible for identifying and addressing inappropriate workplace behaviours. The occupant will be a role model for appropriate behaviours in the workplace.
- The occupant will perform the duties allocated consistent with Ambulance Tasmania's organisational values and will promote, role model and support those values in the workplace.
- Health Care Workers within Ambulance Tasmania are expected to comply with the *Ambulance Tasmania Clinical Staff Immunisation Policy*. This position is a designated Category B position.
- Comply at all times with policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

- Holds a Certificate III in Ambulance Communications or demonstrates an ability to complete the required certificate III in Ambulance Communications and to achieve and maintain an Authority to Practice.

- The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer.

The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a) Crimes of Violence
 - b) Sex Related Offences
 - c) Serious Drug Offences
 - d) Crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Desirable Requirements:

- Medical Priority Dispatch System certification.
- Previous employment in an emergency service operations centre using a Computer Aided Dispatch System.

Selection Criteria:

1. Demonstrated capacity to operate effectively and efficiently in a time critical environment, to carry out multiple tasks concurrently, and to allocate limited resources amongst competing priorities.
2. Ability to interact with potentially distressed callers requesting assistance, including the provision of advice in accordance with set procedures, using effective customer service skills such as well-developed interpersonal, conflict resolution, and high-level verbal communication skills.
3. Ability and discipline to follow pre-determined decision algorithms and procedures.
4. Demonstrated keyboard skills (Minimum 40 WPM with 95% accuracy) together with an ability to operate modern radio, telecommunications and computer equipment.
5. Knowledge of, or demonstrated ability to acquire knowledge of, first aid, pre-hospital care and medical terminology.

Working Environment:

- Ambulance Tasmania is committed to promoting a positive workplace culture.
- Located in the State Operations Centre in Hobart.

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the State Service Act 2000. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The State Service Act 2000 and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Chief People Officer or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the Public Interest Disclosure Act 2002. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the State Service Act 2000.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DoH and THS policy) within DoH and THS are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.