

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Emergency Medical Dispatch Support Officer
Position Number:	Generic
Classification:	Emergency Medical Dispatch Support Officer Level 1-3
Award/Agreement:	Tasmanian Ambulance Service Award
Group/Section:	Community, Mental Health and Wellbeing – Ambulance Tasmania
Position Type:	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
Location:	South
Reports to:	Communications Team Leader
Effective Date:	August 2019
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	<p>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</p> <p><i>*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 if a registration/licence is revoked, cancelled or has its conditions altered.</i></p>
Desirable Requirements:	<p>Medical Priority Dispatch System certification</p> <p>Previous employment in an emergency service operations centre using a Computer Aided Dispatch System</p>
Position Features:	<p>Ambulance Tasmania is committed to promoting a positive workplace culture</p> <p>Located in the State Operations Centre in Hobart</p>

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

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 in the development and implementation of safety systems, improvement initiatives and related training.
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.

Key Accountabilities and Responsibilities:

- 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.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- 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.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

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.

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:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).