Government of South Australia
SA Health

ROLE DESCRIPTION

Role Title:	Emergency Medical Dispatcher Support Officer
Classification Code:	MCE01
LHN/ HN/ SAAS/ DHW:	SAAS
Hospital/ Service/ Cluster:	**SA Ambulance Service (SAAS)**
Division:	Service Performance and Improvement
Department/Section / Unit/ Ward:	Emergency Operations Centre
Role reports to:	Operations Manager EOC
Role Created/ Reviewed Date:	March 2022
Criminal and Relevant History Screening:	☐ Aged (NPC) ☒ Working With Children's Check (WWCC) (DHS) ☒ Vulnerable (NPC) ☒ General Probity (NPC)
Immunisation Risk Category Requirements:	☐ Category A (direct contact with blood or body substances) ☐ Category B (indirect contact with blood or body substances) ☒ Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

> Emergency Medical Dispatch Support Officers (EMDSOs) answer emergency triple zero (000) phone calls and non-urgent phone calls, assess a patient's condition and provide step-by-step instructions in life-saving patient care where needed.
> This position is responsible for:
>> o Prompt and appropriate response to all requests for SA Ambulance Service operational services
>> o Providing relevant and appropriate first aid advice and reassurance
>> o Accurate recording of all relevant information received.
> Proactive communication and engagement with clinicians in the Emergency Operations Centre

Direct Reports:

> Nil

Key Relationships/ Interactions:

Internal
> Team Leaders
> Emergency Medical Dispatchers
> Extended Care Paramedics
> State Duty Manager
> Other SAAS Departments

External
> Callers and other members of the public
> Other Emergency Services Agencies
> Health Care Professionals

Challenges associated with Role:
Major challenges currently associated with the role include: > Ability to remain calm under pressure > Appropriate management of difficult calls whilst ensuring a professional level of service is maintained. > Multitasking

Delegations:
Levels/ limits of authority in relation to finance, human resources and administrative requirements as defined by Departmental delegations and policies.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Managing Incoming Calls	> Manage requests for operational resource related services, assistance, advice and/or information in accordance with compliance standards > Using appropriate telephone triage tools to progress emergency calls accurately, recording critical information to enable immediate activation and mobilisation of operational resources > Communicate with patients and relatives at their level of understanding, culture and background by encouraging and supporting them, exploring difficult issues and providing reassurance in difficult and occasionally highly emotional and distressing circumstances > Identify and interpret client requests, location and nature of condition requiring attention to obtain accurate key information utilising customer contact methods and procedures > Customer feedback and call recordings show that all callers are responded to in a calm, reassuring and professional manner > Progress emergency, routine and administrative calls and information accurately, recording critical information promptly to enable activation and mobilisation of operational resources > Refer difficult calls/incidents promptly to the Team Leader for advice and resolution where appropriate > Refer calls to and liaise with other departments (eg. Medical Director) and external agencies (eg. SA Police and Fire Services) as required to ensure appropriate services and advice are given to callers > Provide clear and appropriate First Aid advice in accordance with SAAS protocols and procedures to assists the caller until further assistance arrives or the matter is resolved > Evaluate and monitor situation and provide appropriate level of reassurance to the caller's need.
Customer Service	> To respect diversity and recognise and acknowledge people's beliefs, preferences and choices by seeking ways of communication with persons of different languages, levels of knowledge, skills and levels of familiarity in a professional way > To maintain a courteous and professional manner at all times with patients, relatives, colleagues and members of the public and any other service stakeholders and users, seeking to resolve any verbal issues raised in a constructive and professional way

	> Ensure that patient confidentiality is maintained both verbally and written at all times in line with the Privacy Act; decide what information/advice to give/not give as per compliance standards.
Dispatch Support	> Assist the Dispatcher to ensure that the service operates efficiently and effectively at all times > Make all outbound telephone calls from the Emergency Operations Centre including contacting Operational Staff as part of the dispatch process, altering receiving hospitals as directed by the Dispatcher, ringing back callers for locations/address checks or any other outbound calls as directed by the Team Leader > Identify where other agencies will be needed to deal with the patients' situation eg. Fire, Police, other health care providers and pass the appropriate details to them as required > Keep accurate and complete records of all outbound calls, activities and communication and ensure all documentation is completed correctly and promptly in like with compliance standards.
Service Quality	> Participate in case evaluations to identify and implement continuous improvement initiatives > Provide suggestions for improvements to processes and systems to ensure they are relevant and reflect stakeholders' needs > Undertake training and professional development to maintain standards of work and respond to change.
Insert key result area	> Contribute to the well-being of people in South Australia through participation in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident >
Occupational Health Safety and Welfare	**STAFF** must comply with OHS&W and Workers Compensation legislation requirements and relevant OHS&W policies, procedures and safe work practices implemented by SAAS. Achieved by the following activities: **Accountability** > Work safely and not place yourself or any other worker or member of the public at risk. > Follow safe work procedures established by SAAS. > Follow the OHS&W directions of the relevant manager, team leader or supervisor. **Risk Management** > Report workplace hazards as soon as possible to your relevant team leader or manager. > Report immediately any injury or illness arising from workplace activities. > When requested, assist the manager or team leader in a risk assessment of workplace hazards. > Wear personal protective equipment (PPE) as required and maintain the PPE as directed or required in OHS&W procedures. > Use other safety and emergency equipment provided in the workplace as directed. >
Managing Incoming Calls	> Manage requests for operational resource related services, assistance, advice and/or information in accordance with compliance standards

	> Using appropriate telephone triage tools to progress emergency calls
	> accurately, recording critical information to enable immediate activation and mobilisation of operational resources
	> Communicate with patients and relatives at their level of understanding, culture and background by encouraging and supporting them, exploring difficult issues and providing reassurance in difficult and occasionally highly emotional and distressing circumstances
	> Identify and interpret client requests, location and nature of condition requiring attention to obtain accurate key information utilising customer contact methods and procedures
	> Customer feedback and call recordings show that all callers are responded to in a calm, reassuring and professional manner
	> Progress emergency, routine and administrative calls and information accurately, recording critical information promptly to enable activation and mobilisation of operational resources
	> Refer difficult calls/incidents promptly to the Team Leader for advice and resolution where appropriate
	> Refer calls to and liaise with other departments (eg. Medical Director) and external agencies (eg. SA Police and Fire Services) as required to ensure appropriate services and advice are given to callers
	> Provide clear and appropriate First Aid advice in accordance with SAAS protocols and procedures to assists the caller until further assistance arrives or the matter is resolved
	> Evaluate and monitor situation and provide appropriate level of reassurance to the caller's need.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

> Hold (or be willing to obtain) HLTAID011 – Provide First Aid

Personal Abilities/Aptitudes/Skills:

> Ability to put the patient first and work confidently with people at all levels to achieve good outcomes
> Ability to remain calm and solve complex problems in stressful situations
> Ability to listen, show empathy and demonstrate compassion towards vulnerable clients/patients
> Ability to effectively engage and build trust with people from diverse backgrounds through open and transparent communication, preferably over the telephone
> Ability to use sound inter-personal and communication skills, including the ability to communicate both verbally and in writing
> Ability to demonstrate integrity, honesty, professionalism and confidentiality in all dealings
> Ability to balance the needs of the patient whilst ensuring appropriate protocols and instructions are followed

Experience:

> Experience in meeting competing and changing priorities whilst under pressure
> Experience in working in a multi-disciplinary team to achieve good outcomes
> Experience in the use of and application of Windows based software and Microsoft Office applications

Knowledge:

> Good geographical knowledge of metropolitan Adelaide and Regional South Australia.

<u>DESIRABLE CHARACTERISTICS</u>

Educational/Vocational Qualifications:

> Nil

Personal Abilities/Aptitudes/Skills:

> Ability to prioritise competing work demands
> Clear decision making methodology
> Ability to demonstrate adaptability and resilience

Experience:

> Experience in a health service related role.

Knowledge:

> SA Ambulance Service and the role and function it holds within South Australia
> Current legislation, policies and procedures pertaining to SA Health employees

Special Conditions:
 > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*. > *For appointment in a Prescribed Position* under the *Child Safety (Prohibited Persons) Act 2016,* a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required. > For *'Prescribed Positions'* under the *Child Safety (Prohibited Persons) Act 2016,* the individual's WWCCs must be renewed every 5 years from the date of issue; and for '*Approved Aged Care Provider Positions*' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth). > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met. > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees. > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

> *Work Health and Safety Act 2012* (SA) and when relevant WHS Defined Officers must meet due diligence requirements.
> *Return to Work Act 2014* (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
> Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive (Aug 2017).*
> Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
> *Children and Young People (Safety) Act 2017* (SA) 'Notification of Abuse or Neglect'.
> Disability Discrimination.
> *Independent Commissioner Against Corruption Act 2012* (SA).
> *Information Privacy Principles Instruction.*
> Relevant Awards, Enterprise Agreements, *Public Sector Act 2009, Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual.*
> Relevant Australian Standards.
> Duty to maintain confidentiality.
> Smoke Free Workplace.
> To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
> Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:
SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:
SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

> We are committed to the values of integrity, respect and accountability.

> We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.

> We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

SA Ambulance Service Values

P	Patient First	We will put our patients and the care we provide to them first in everything we do
A	Accountability and responsibility	We will be accountable and responsible for our actions and those of others
T	Transparent and open communication	We will communicate openly and transparently with each other and all our stakeholders
I	Integrity and honesty	We will at all times act with integrity and be honest
E	Empowered leadership	We will empower our leaders to deliver high quality services
N	No harm	We will continue to enhance our no harm learning culture where we learn from our mistakes
T	Team work	We will work as a team across SAAS, SA Health and with our partners
F	Flexible and responsive	We will be flexible and responsive to the needs of our patients, staff and stakeholders
I	Innovative and research driven	We will be innovative using research and best practice to drive the services we provide
R	Respect and courtesy	We will act with respect and courtesy towards our patients, each other and all those we work with
S	Safe and high quality	We will offer safe and high quality services to all our patients
T	Trust and confidence	We will act in ways that builds and maintains trust and confidence in our service and in each other

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public sector employees:

> Democratic Values - Helping the government, under the law to serve the people of South Australia.
> Service, Respect and Courtesy - Serving the people of South Australia.
> Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
> Accountability- Holding ourselves accountable for everything we do.
> Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: **Role Title:**

Signature: **Date:**

Role Acceptance

Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

Name: **Signature:**   **Date:**

Version control and change history

Version	Date from	Date to	Amendment
V8	12/02/2020	07/01/2021	Updated the Paramedic Registration clause in the essential minimum requirements
V9	07/01/2021	02/02/2021	Added integrity statement within the Code of Ethics
V10	02/02/2021	Current	Amended an error within the Paramedic Registration clause in the essential Minimum Requirements