

Emergency Medical Dispatch Support Officer (EMDSO)

Frequently asked questions

The following provides you with all the information you require to apply for the position of EMDSO. The frequently asked questions are grouped into three specific sections including:

- Information about the role
- Eligibility and selection process
- Offers and Acceptance

Please ensure you have read these questions prior to emailing us with a query.

About the Role

1. What does an Emergency Medical Dispatch Support Officer (EMDSO) do?	2
2. Am I a good fit for this role?	2
3. Things to ask yourself before applying for this position	2
4. If I have worked in a call centre, would I be suitable?	3
5. If I am successful in gaining a position, what hours will I be expected to work?	3
6. Can I work part time?	3
7. What breaks do I get during my shift?	3
8. Where are the positions located?	3
9. Do I work as part of a team, or am I working alone?	3
10. Can I make decisions about how patients are managed over the phone?	4
11. Do I need a qualification before I start?	4
12. What is involved in the initial training?	4
13. What is the structure of the course?	4
14. How long will the training take to complete?	4
15. Who pays for this training?	4
16. What qualification will I receive?	4
17. I have done a similar course; can I apply for Recognition of Prior Learning (RPL)?	5
18. What happens if I need to take leave during this training period?	5
19. What happens if I cannot complete the training within the required time frames?	5
20. What support is there for me during the training?	5
21. What certificates do I need?	5
22. I have a different first aid certificate, can this be accepted?	5
23. Do I need any specific immunisations for this role?	5
24. What will be my conditions of employment?	5
25. What sort of vacancies might be available?	6
26. How long will my application be active for?	6
27. Will there be an Information Session?	6

Eligibility and Selection Process

28. How and when will the role be advertised?	6
29. How do I apply?	6
30. I am of Aboriginal and Torres Strait Islander descent, should I identify?	6
31. How often can I apply?	7

32. I am an overseas applicant, can I apply?	7
33. What are the pre-employment and selection criteria for the role?	7
34. How long will the online application process take?	8
35. Do I need to supply referees as part of my application?	8
36. What documentation will I need to include in my application?	8
37. What if I change my personal details during the process?	9
38. What if I receive my Working with Children Check (WWCC) and National Police Clearance (NPC) Certificate after I have submitted my application?	9
39. What are the stages and expected timeframes in the selection process?	9
40. I haven't heard from SAAS Recruitment for a while, does that mean I am unsuccessful?	9

Offers and Acceptance

41. When am I likely to receive an offer if I am successful?	10
42. How will I receive my offer?	10
43. What do I do if I want to decline my offer?	10
44. If I receive an offer and miss the 'respond by' deadline in the email, will a late response be accepted?	10
45. I have accepted an offer for employment, but am now unavailable to commence, what do I do?	10
46. What happens if I am unsuccessful in obtaining a position?	10
47. How long do I have to wait before I can re-apply for the role?	10
48. Will I be able to obtain feedback on the outcome of the selection process?	10
49. Still have more questions?	10

About the Role

1. What does an Emergency Dispatch Support Officer (EMDSO) do?

An EMDSO responds to triple zero (000) calls across South Australia and assists vulnerable South Australians during times of high stress and anxiety. The EMDSO will assess the patient's situation (over the phone) based on the information provided using a computer based triage system, and give step-by-step instructions so that management of the patient can begin immediately.

To achieve best outcomes for a patient, an EMDSO must use assertive clear communication and problem-solving skills to guide and determine the most appropriate pathway for the patient. The EMDSO will also receive calls via our non-emergency line from hospitals and care giving facilities to organise non-urgent transport for patients. SA Ambulance works closely with other emergency service agencies and the EMDSO will organise ambulance response to attend cases alongside these agencies.

2. Am I a good fit for this role?

A career as an EMDSO can be rewarding however, it is important to note this role requires high attention to detail in a highly stressful and unpredictable environment. An EMDSO must possess the ability to remain in control with empathy when dealing with distressed patients. They must have a high level of emotional intelligence and awareness to overcome challenging phone calls and move on to the next call without knowing the outcome of previous calls.

3. Things to ask yourself before applying for this position:

- Can I use a complex computer system with multiple screens for the duration of a 12- hour shift, (with scheduled breaks?)
- Can I type quickly and accurately whilst actively listening to information from the caller?

- Can I work in a highly supervised, structured and scripted environment?
- Could I take emergency calls one after the other, understanding I will not be able to find out the outcome of the patient?
- Would dealing with serious trauma during every shift impact my emotional wellbeing?
- Can I multitask and remain calm in a high-pressure environment?
- Can I work within a rotating roster of 12-hour shifts, (day or night), which can involve weekends and public holidays, understanding I may have to miss family/ social events?

It is important to discuss these conditions with your friends, family or someone who does or has worked shift work. We would encourage you to attend one of our information sessions and ensure you have read the role description carefully.

4. If I have worked in a call centre, would I be suitable?

Some of your skills may be transferable (dealing with phone calls, solving problems, customer service over the phone, etc.) however, this is an emergency environment and can be very stressful. It is very different to a general call centre. The role requires you to use the skills learned in your training to immediately assist vulnerable people over the phone who are experiencing high levels of anxiety and stress, so you must be able to work in this type of environment.

5. If I am successful in gaining a position, what hours will I be expected to work?

You will be required to work in accordance with the approved rotating shift roster. You are required to work **12-hour shifts consisting of 2 day and 2 night shifts, 4 days on, and 4 days off**. Hours of work are based on a 76-hour fortnight and are usually 7am to 7pm and 7pm to 7am. **It is important that you have considered how this roster may fit in with your personal commitments.** If you have not worked shift work in the past, we would encourage you to speak to family and friends that do, to gain some insight into how you can better manage these arrangements.

6. Can I work part time?

Part-time employment is available and can be negotiated should you receive an offer for employment; however, you are required to work full time for the training period. This ensures you can complete all required training components. After that time, you can revert to your agreed hours. Please note that from time to time, you may be asked to increase your hours, to complete any further parts of your training. Sufficient notice will be provided should you be required to do so.

7. What breaks do I get during my shift?

You are entitled to two, 30-minute breaks during a 12- hour shift. In addition to these breaks, workload permitting, you will also have 15 minutes of 'off screen' time every two hours.

8. Where are the positions located?

Currently, all EMDSO positions are based at 216 Greenhill Road, Eastwood, South Australia.

9. Do I work as part of a team, or am I working alone?

As an EMDSO (call taker), you do work autonomously, however you are part of a team. You do get the opportunity to speak to members of your team throughout the day, however the role does require you to be at your workstation to accept and deal with calls as they arise as all calls are considered an emergency prior to assessment.

10. Can I make decisions about how patients are managed over the phone?

As an EMDSO, you are required to follow structured process and agreed protocols when managing a call (covered in training). It is unlikely that you will ever need to deviate from these protocols as they are part of an approved system. All process must be adhered to and followed as per agreed protocols.

11. Do I need a qualification before I start?

It is not a requirement to have a qualification prior to commencement or when applying, however you will need to complete HLTAID011 – Provide First Aid (or equivalent). This is discussed in more detail in question 21 below.

12. What is involved in the initial training?

The first 8 weeks of your employment will involve you attending the Emergency Operations Centre at 216 Greenhill Road, Eastwood. During the 8-week classroom-based training period you will be required to work full-time Monday to Friday (standard business hours). Please note there will be some mentoring shifts that require different hours during this 8-week period, these will be rostered in consultation with you. If you successfully complete the classroom training you will move to a team, and a full-time roster shift pattern for a further 14 weeks (total of up to 22 weeks) for skill consolidation.

13. What is the structure of the course?

You are required to complete a total of 446 hours, comprising of:

- Self-directed learning activities including reading relevant study guides and associated SAAS and SA Health policies and procedures and completing written assessments.
- Face-to-face training and assessment
- On the job training and completion of assessments

14. How long will the training take to complete?

To complete all components of the course, including the assessments takes approximately 25 weeks. This is subject to change. Please see a training schedule example below:

Assessment Period	Activity
Weeks 1 – 8	Classroom Work / Training (full-time) One on one mentoring - taking real time calls and working 8hr shifts between the hours 7am-10pm (usually weeks 4 & 8)
Weeks 9 – 22	On the job with workbooks & journals with support from Supervisor
Week 22	Issued with SAAS Authority to Practice
Weeks 22-25	Complete required assessments

15. Who pays for this training?

SAAS will pay all course costs and you will complete your studies during paid work time.

16. What qualification will I receive?

The qualification you will receive is HLT31020 - Certificate III Ambulance Communications (Call Taking). This is a nationally accredited course.



17. I have done a similar course; can I apply for Recognition of Prior Learning (RPL)?

Applications for RPL will be reviewed by our Clinical Education Team. Although RPL may be recognised successful candidates will be required to undertake the training to gain an understanding of the operations specific to SAAS. It also serves as a valuable opportunity to network and develop relationships with new team members.

18. What happens if I need to take leave during this training period?

You will be required to attend the full training program of up to 22 weeks to enable you to have the skills required to successfully integrate into the workplace. The training program is fast paced, and absences create significant gaps in your learning. If you have leave booked and holidays paid for, please advise the Selection Panel and it may be better for you to consider this role at another time. **Please remember we cannot change our programs or structures**, if you cannot attend then you will not complete the required training.

19. What happens if I cannot complete the training within the required time frames?

There is plenty of time allocated during the training schedule to enable you to complete required elements of the study. If you do require extra time for legitimate reasons this can be negotiated with the Program Development Manager. However, the program is quite rigid to meet organisational training requirements and the availability of staff conducting the training.

20. What support is there for me during the training?

We endorse a supportive adult learning environment during training, with the student taking ownership of their learning. We have weekly one on one meetings with students during the initial 8 weeks to ensure we are aware of any issues and to discuss progress. The trainer will also discuss issues with the Program Development Manager to ensure extra support is provided if necessary. If extra support is required, we can tailor a learning program for the individual.

21. What certificates do I need?

It is an essential requirement that you hold: HLTAID011 – Provide First Aid (or equivalent) or be willing to obtain this when required during the recruitment process. This certificate must have a minimum of 12 months before expiry leading up to your possible appointment. It is not essential to hold this prior to applying for this role, however, you must have this prior to a contract being issued.

22. I have a different first aid certificate, can this be accepted?

No, you must hold; HLTAID011 – Provide First Aid (or equivalent). If you hold another nationally accredited training unit you may wish to approach your original training provider to see what options you may have for RPL or Credit Transfer – you must do this yourself.

23. Do I need any specific immunisations for this role?

This is a category C role and therefore no specific vaccinations are required. The [Health Care Worker immunisation screening requirements](#) outlines the Vaccination requirements and compliance for healthcare workers.

24. What will be my conditions of employment?

You will be employed and paid in accordance with the current SAAS Enterprise Agreement and SAAS Award.

25. What sort of vacancies might be available?

SA Ambulance Service advertise for temporary, permanent, and casual positions based on business needs.

26. How long will my application be active for?

If your application is successful through the recruitment process, you will be placed in a pool of recommended candidates for consideration of scheduled inductions for a 12-month period (from date of panel report). Generally, SAAS aims to fill several vacancies simultaneously as intensive training is required prior to you being operational. This training is best undertaken in a group environment.

27. Will there be an Information Session?

At this stage information sessions are not scheduled for this vacancy. Please check out our [EMDSO careers page](#) for more information for any updates as they arise.

Eligibility and Selection Process

28. How and when will the role be advertised?

The position of Emergency Medical Dispatch Support Officer will appear on the [EMDSO careers page](#) as well as the South Australian Government's Careers Board - [IWORKFORSA](#). SAAS will fill vacancies as required however the recruitment process is ongoing for the duration of the open vacancy.

29. How do I apply?

SA Ambulance Service uses PageUp as its Recruitment system. You will need to establish a username and password to access the system to apply for the role and complete a range of mandatory questions and upload relevant documents. All instructions on how to apply will be included in the vacancy information (Job Pack).

Please note: all correspondence will be sent via your PageUp account, please ensure your email address is correct and check emails regularly. Failure to check emails or provide a correct email address may have an impact on your application.

30. I am of Aboriginal and Torres Strait Islander descent, should I identify?

The SA Health Aboriginal Workforce Framework 2023-2031 aims to increase the Aboriginal workforce across the public health sector in clinical, non-clinical and leadership roles. SAAS is therefore committed to identifying and promoting employment opportunities for Aboriginal and Torres Strait Islander applicants.

Applicants who are registered with the South Australian Office of the Public Sector Aboriginal Employment Register and who meet the selection requirements for this position will be given priority consideration for this role. Please go to the



Aboriginal Employment of the SA Government Office of the Commissioner for Public Sector Employment and register. When applying, please ensure you tick that you are registered on the application form. Further information can be found at the Office for the Commissioner for Public Sector Employment [Aboriginal Employment Register](#).

31. How often can I apply?

You can only be considered for the role once every 12 months as results of the assessments you undertake are considered valid for this period. This includes:

- The CritiCall Pre-Employment Test
- Psychometric Assessment
- Pre-employment Medical Assessment

32. I am an overseas applicant, can I apply?

Any candidate who meets the eligibility criteria is entitled to apply through this process – you must have full working rights to be eligible to be offered employment in this role.

33. What are the pre-employment and selection criteria for the role?

You will need to undergo the following pre-employment checks and screening as part of the selection criteria for the role of EMDSO:

A) Working with Children Check (WWCC)

Formerly referred to as a DHS Child Related Screening Check, from 1 July 2019 this check is now referred to as a Working with Children Check (WWCC). As this role is a prescribed position, you will be required to hold a current WWCC which clears you to work with children or a DHS Child Related Screening Check issued within the last 5 years.

Should you need to apply for a WWCC, you will be issued with a Unique Identifier. This is to be provided to Health.SAASRecruitment@sa.gov.au to allow the Recruitment Team to view the progress of your application and be advised when your clearance is available. Further information is available at the [Department of Human Services](#) website.

National Police Clearance (NPC) – Employment/ Probity/ Licensing and Working Unsupervised with Vulnerable Groups

An NPC provides a point in time summary of your Australian criminal history and includes national convictions and certain types of spent convictions. There are various sites that enable you to source your NPC Working with **Unsupervised and Vulnerable Groups** online. Please [click here](#) to select the accredited body you wish to use to submit your online NPC application. We encourage you to refer to the [SA Police](#) website for further information. The NPC must be valid from no less than 12 months from commencing an induction.

A DHS WWCC or an NPC may not be applicable to prospective workers who have not resided in Australia. Therefore prior to employment for any SA Health position, candidates from overseas must provide a satisfactory criminal history record from each of the overseas countries in which they have resided for more than one year within the last 10 years since turning 18 years old.

Overseas criminal history checks conducted by external provider 'Fit2Work' on behalf of AHPRA, are accepted by SA Health for overseas applicants. Where only these checks are available, employment must be with the understanding that a satisfactory DHS WWCC or NPC will be provided to SA Health within a reasonable period, of no more than 12 months of residence in Australia.



A prospective employee or an employee returning to SA Health who has worked or resided overseas for more than one year is required to provide a satisfactory criminal history check from each of the overseas country/countries where they have worked/ resided within the last 10 years prior to their employment or returning to duties in SA Health.

B) CritiCall Online Test and Psychometric Assessments

Successful completion of an online CritiCall Pre-Employment Test, and a Psychometric Assessment are required as part of the recruitment and selection pre-employment activities.

C) Medical Assessment

You will need to successfully pass a medical assessment before you can receive an offer of employment. Medical assessments are provided by Jobfit Health Group at various locations across Australia. This will be at your **own cost**.

34. How long will the online application process take?

If you have all your documents ready and have completed your cover letter and resume, it should not take long to complete the online application. Once the vacancy is advertised, please ensure you check all requirements contained in the Job Pack before commencing your online application. If you have applied for a role in SAAS or SA Health before you may already have a username and password, some of your information may already be saved on your Page-Up profile.

35. Do I need to supply referees as part of my application?

Yes, you will need to supply **three referees**, including their email and telephone numbers. It is essential that you contact referees prior to nominating them in your application to ensure they agree to provide a reference check. Referees **must be professional** and should NOT have a personal relationship with you and must be able to comment on your performance and participation relating to tasks or activities, learnt skills and knowledge in paid or unpaid employment. We may contact referees at any time during the selection process. This process is highly competitive and moves at a fast pace – please ensure that you provide correct details for your referees to ensure progression of your application.

36. What documentation will I need to include in my application?

The vacancy information (Job Pack) will provide a summary of information and documents you will need to upload as part of your application (as below). We would recommend you organise your documentation as soon as practical.

- A cover letter of no more than two pages introducing yourself addressing your skills and experience as outlined in the Personal Abilities/ Aptitudes/ Skills, Experience & Knowledge in the role description.
- Your updated resume.
- DHS Working with Children Check
- National Police Check to work **unsupervised with vulnerable people** valid from within 12 months of commencement and prior to any offers of emp in a role (if available)
- Evidence of HLTAID011 – Provide First Aid (or equivalent) if available.

Should you be selected to participate in an interview, you will be required to provide the original of these documents to the panel for sighting. Please note - if successful, offers of employment will NOT be made without successful clearances.

37. What do I do if I change my personal details during the process?

If you change your address or email details at any time following the submission of your application, you are required to visit the [Existing applicant login](#) to log in and select [Edit Profile](#), click on [Personal Details](#), update your details and then click [Save](#). This is a live system so you can go in and update personal details at any time.

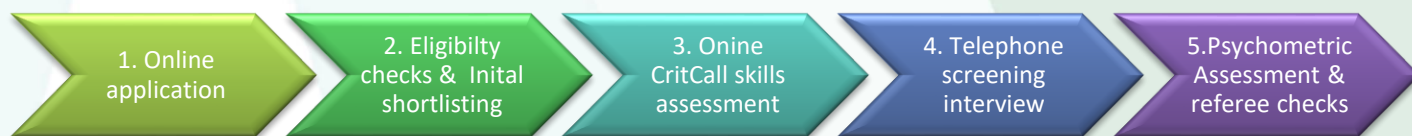
38. What do I do if I receive my Working with Children Check (WWCC) and National Police Clearance (NPC) Certificate after I have submitted my application?

If you receive your WWCC and/ or NPC certificate after submission of your application, you are required to log in to your profile as per Q11 and Q12. You will need to click on [Update your application](#) and then click on [Criminal History Check and/or other Relevant History Assessment\(s\)](#). Once you select 'Yes' to having a WWCC or NPC you will be able to upload the files.

39. What are the stages and timing involved in the selection process?

The below steps provide an overview of the selection process. The sequence of the below activities can vary from process to process, dependent on the number of positions available, and number of applications. The process will be split in to two stages.

STAGE 1 – steps 1 – 5



STAGE 2 – steps 6 – 8 (will only occur once induction dates are determined)



There may be lengthy periods of time without correspondence from the SAAS Recruitment Team regarding your application. This means the selection process is still underway and you will be contacted as soon as a decision or any action is taken on your application.

We advise you check emails regularly to stay updated, and to book into various activities at a time that best suits you. Activities will be a combination of online and in person, with all interviews held in Adelaide.

40. I haven't heard from the SAAS Recruitment team for a while – does this mean that my application has been unsuccessful?

This does not mean you are unsuccessful - your application remains active due to the selection process still being underway. It is important to monitor your emails throughout the process as we will advise you via email once a decision or any action is taken on your application.

Offers and Acceptance

41. When am I likely to receive an offer if I am successful?

SAAS will establish a pool of successful recommended candidates who may be offered to attend an induction course during a 12-month period. Advice of the outcome of your application, and (if successful) offer to the pool will occur once all selection activities are complete and the process has concluded for each group of candidates.

42. How will I receive my offer?

All correspondence will be via email, we ask you check your email on a regular basis. In the online application process, you can elect to receive SMS notification when an email is sent to you and we encourage you to use this option to ensure you don't miss any emails.

43. What do I do if I want to decline my offer?

SAAS needs to hear from you if you choose to decline an offer made to update our records and enable us to make an offer to another candidate. Clear instructions on how to accept or decline an offer is communicated to successful candidates.

44. If I receive an offer but don't respond by the due date indicated in the email, will you accept a late response?

No. If you do not respond by the date indicated in the offer, SAAS will withdraw the offer of employment and the position will be offered to another applicant.

45. I have accepted an offer for employment, however am now unable to commence, what do I do?

Please notify the SAAS Recruitment Team at Health.SAASRecruitment@sa.gov.au as soon as possible indicating you are withdrawing your application – this way another candidate can be offered a placement on the program.

46. What happens if I am unsuccessful in obtaining a position?

If your application is unsuccessful, you will be advised via email that you will not be offered a position. If you are still interested in an EMDSO position and you meet the eligibility criteria you may wish to reapply, however please refer to Q.31 which outlines validity periods for the assessments and re-applying.

47. How long do I have to wait before I can re-apply for the role?

Candidates who have undertaken psychological assessment are eligible to re-apply for the role 12 months from date of the assessment. Candidates who have not undertaken psychological assessment are eligible to re-apply once the job is re-advertised. In this instance we advise to establish a [Job Alert](#) to ensure you receive this notification.

48. Will I be able to obtain feedback on the outcome of the selection process?

You will be advised on why your application was not successful, however due to the volume of applications received we will be unable to provide you with specific verbal feedback. Candidates who progress to interview and are unsuccessful will be provided with more detailed feedback should you request it.

49. Still have more questions?

When positions are available and advertised, a contact person will be identified. Should you need to clarify any information, please feel free to call or email the contact person or email the SAAS Recruitment Team at Health.SAASRecruitment@sa.gov.au.

