

## DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Communications Team Leader
<b>Position Number:</b>	Generic
<b>Classification:</b>	Communications Team Leader Level C
<b>Award/Agreement:</b>	Tasmanian Ambulance Service Award
<b>Group/Section:</b>	Community, Mental Health and Wellbeing – Ambulance Tasmania
<b>Position Type:</b>	Permanent, Full Time
<b>Location:</b>	South
<b>Reports to:</b>	Duty Manager - Communications
<b>Effective Date:</b>	August 2018
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Essential Requirements:</b>	<p>Holds Certificate 4 in Ambulance Communications or other qualification as approved by the Service</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>
<b>Desirable Requirements:</b>	<p>Accreditation in and experience with AMPDS</p> <p>Qualifications in Leadership or equivalent</p>
<b>Position Features:</b>	Ambulance Tasmania is committed to providing a positive workplace culture

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:

The Communications Team Leader:

- Is a key position within the State Communications Centre, providing supervision and direction to the Call Taker and Dispatch teams, and ensuring service provision complies with national standards and operational policies.
- Has a pivotal role in ensuring Ambulance Tasmania (AT) meets its mandatory performance standards and targets.
- Provides front-line team leadership necessary for the attainment of the State Communications Centre operational goals.

## Duties:

1. Organise and support the activities of the Call Taker and Dispatch teams particularly by ensuring efficient and effective operation and compliance with all relevant safety and quality systems and standards.
2. Undertake call taking and dispatch duties as required by the needs in the State Communications Centre, including dispatch of and administrative procedures related to aeromedical retrievals.
3. Liaise with dispatchers and maintain an awareness of AT statewide resources to ensure that resources are dispatched efficiently and effectively, liaise with the Duty Manager - Communications and ensure they are informed of any issues that may affect the delivery of service.
4. Act as a role model to staff including mentoring new and existing staff. Work as an effective and responsible team leader to promote State Communications Centre team efficiency and effectiveness.
5. Maintain a courteous and professional manner at all times when dealing with callers, relatives, colleagues, members of the public and any other AT stakeholders.
6. Ensure that patient confidentiality is maintained at all times.
7. Participate in the training and induction of new staff members.
8. Ensure each team member has a current personal development plan.
9. Maintain accreditation in *Advanced Medical Priority Dispatch System (AMPDS)*.
10. 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.
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:

Operating within AT guidelines and policy, the occupant of this position is expected to be self-motivated in team leading to affect a seamless delivery of service to meet performance standards.

- Allocation and monitoring of resources.
- Actively promoting quality client services.
- Facilitating opportunities for training and development.
- Taking a proactive role in developing effective working relationships with all sections of AT and external service organisations to ensure seamless delivery of service, dynamic cover and resource deployment.
- Reports directly to the Duty Manager - Communications and must them informed of any issues that arise that may or are affecting the delivery of service.
- The occupant will perform the duties allocated consistent with AT'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. Ability to consistently display high level interpersonal and communication skills in a team environment with work stressors, competing priorities, conflict situations and resourcing issues to achieve the best possible outcomes.
2. Demonstrated knowledge of contemporary principles in leading a team to meet organisational goals and deliver efficient and effective team outcomes.
3. Demonstrated knowledge and understanding of contemporary workplace principles including workplace safety, diversity and quality improvement.
4. Experience with ambulance communications technology, AMPDS and Computer Aided Dispatch (CAD) systems.
5. Demonstrated experience in the call taking and dispatch processes involved in the deployment of emergency resources.

## 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](#).