

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Radio Dispatch Operator
Position Number	001438, 001826, 002456, 002502, 001437, 001457, 001458, 001546, 001548, 001549, 001957, 002075, 002079, 002080, 002081, 001824, 002502
Business Unit	Operations Support
Branch / Section	Radio Dispatch Services
Location	Hobart
Immediate Supervisor	Officer-in-Charge
Award	Tasmanian State Service Award
Employment Conditions	Full-time shift work, Permanent, Casual or Fixed-term
Classification	RDS Agreement: Trainee – Band 1 Qualified – Band 3/4

Focus:

Responsible for the receipt of calls and rapid and accurate dispatch of police resources in accordance with standard operational procedures.

Primary Duties:

- Provide and direct accurate, rapid, and effective communications to police units, public and emergency services ensuring accuracy of information, including the updating of records in emergency situations.
 - Dispatch and coordinate appropriate police resources.
 - Operate the computerised police data system.
 - Liaise with other service providers.
 - Provide assistance in communications training.
-

Scope of Work:

Responsible for ensuring the application of appropriate policies, standards, and practices in a complex operational environment. May assist the supervisor to ensure less qualified or experienced staff receive instruction, guidance, and performance feedback.

Direction and Supervision

Direction and supervision is provided by the Officer-in-Charge or Duty Supervising Officer.

Selection Criteria

1. Well-developed radio/telephone communication experience, preferably gained within a time-critical emergency services or a similar environment.
2. Ability to make rapid decisions in a crisis situation exercising sound judgement and discretion.
3. Ability to operate in a team environment that is subject to workflow pressures and stressful situations.
4. Acceptable keyboard/computer skills with the ability to determine work priorities in accordance with operational procedures.
5. Able to quickly acquire knowledge of police operations and services provided as well as Tasmanian geography/demography.
6. A thorough understanding of confidentiality obligations.

Qualifications and Experience

Essential

A person is to provide evidence that they are vaccinated against COVID-19 or have an approved exemption.

A person is vaccinated against COVID-19 if the person has received all of the doses of a vaccine for COVID-19, necessary for the person to be issued with a vaccination certificate in respect of COVID-19 by the Australian Immunisation Register, or an equivalent document from a jurisdiction outside of Australia.

A person may be granted an exemption from the requirement to be vaccinated against the disease where the person demonstrates –

1. Medical contraindication

A person is unable to be vaccinated against the disease due to a medical contraindication if they:

- a) provide evidence in a form provided and accepted by the Head of Agency from a medical practitioner (as defined by the Australian Immunisation Register as a medical practitioner who can grant a medical exemption) which certifies that the person has a medical contraindication that prevents them from being vaccinated against the disease.

Or

- b) have a medical exemption, that applies to the vaccinations for the disease, that has been recorded on the Australian Immunisation Register, operated by or on behalf of the Commonwealth Government.

2. Exceptional circumstances demonstrated to the satisfaction of the Head of Agency.

Desirable

Knowledge and expertise consistent with qualifications recognised at Certificate 3 and 4 or equivalent level.

Code of Conduct

The State Service Code of Conduct, which is contained in Section 9 of the State Service Act 2000 (the Act), reinforces, and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including the person undertaking these duties, senior officers and Heads of Agency.

Environment and Conditions

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the *State Service Act 2000*. It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM

works to make our community safe through the provision of a range of different emergency services and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

DPFEM does not tolerate violence, especially violence against women and children.

The working environment is largely office based, however intra-state travel may be required. During emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident.

Employees 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.

Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

Approved

M S GHEDINI

A/DIRECTOR PEOPLE AND CULTURE
BUSINESS AND EXECUTIVE SERVICES

Date: