

Queensland Ambulance Service



Role Description

Emergency Medical Dispatcher			
Classification	Level 1	Salary Range	\$52,074 - \$68,386 per annum
Location	Various	Status	Permanent Full-Time
Branch/ Work Unit	Various State Operations Centres	Division/ LASN	State Operations Centres
Contact Details	QAS Recruitment QAS.Recruitment@ambulance.qld.gov.au		

Queensland Ambulance Service

The Queensland Ambulance Service (QAS) is a division of the Department of Health. The Department of Health's purpose is to provide safe, sustainable, efficient, quality and responsive health services for all Queenslanders.

The QAS provides ambulance response services including pre-hospital patient care and related services across Queensland. The QAS aims to improve the health, safety and wellbeing of individuals and the community, by continuing to strive for excellence through innovation.



To find out more about our organisation, please refer to the Applicant Information Kit or visit www.ambulance.qld.gov.au or www.health.qld.gov.au.

Purpose of the role

The Emergency Medical Dispatcher (EMD) is an operational role within the QAS that works collaboratively with the Operations Centre team, the broader QAS organisation and other health care and emergency service providers. The purpose of the role is to receive emergency calls, provide essential pre-arrival advice, dispatch QAS resources and coordinate patient transport movements for the Queensland community. In the delivery of pre-hospital care, the EMD role requires a high level of judgement and decision making ability whilst:

- typing proficiently, including accurate recording of incident details;
- operating complex computer systems within a multi-screen computer environment;
- employing both assertiveness and empathy when speaking to the caller;
- triaging incoming calls for assistance utilising a systematic script in order to determine the likely severity of the patient's illness or injury;

- dispatching and managing multiple resource responses simultaneously;
- maintaining a high level of situational operational awareness;
- continually reflecting on operational practice; and
- maintaining fitness for duty.

Key responsibilities

Function 1: Communication & Relationships

- Deliver high levels of customer service through professional interaction and communication with patients, the patients' advocates, relatives, health professionals, members of the public, other emergency services and key stakeholders to ensure the best possible outcome for the patient is achieved whilst maintaining the positive reputation of the QAS.
- Communicate and interact effectively, to build and sustain collaborative professional relationships as a well-disciplined member of the Operations Centre service delivery team.
- Demonstrate an awareness of people with diverse cultural backgrounds and undertake all available cross-cultural related training to ensure rapid and appropriate responses.

Function 2: Operational Readiness & Performance

- Receive incoming requests for urgent and non-urgent assistance, triage those requests, and determine the appropriate course of action in accordance with QAS standard operating procedures.
- Dispatch and manage multiple resource responses simultaneously in accordance with QAS standard operating procedures.
- Operate the Computer Aided Dispatch (CAD) system, radio communications system and ancillary equipment professionally and proficiently, in accordance with QAS standard operating procedures.
- Liaise as necessary with operational staff and other service providers to ensure effective mobilisation of resources.
- Maintain an operational log, recording relevant details of incidents and actions during the shift using a computerised/manual record as required.
- Work collaboratively within the Operations Centre network and contribute effectively toward the achievement of required performance targets and service delivery standards.
- Present fit for duty by being physically and psychologically healthy, illness and fatigue free, and proactively utilise staff support and counselling services when required.

Function 3: Learning & Development

- Monitor, review and critically reflect on the quality of individual performance, be receptive to feedback, and work towards continuous improvement in your practice.
- Actively participate in performance development processes and demonstrate a commitment to continuing professional development by participating in and completing all courses required for achieving and maintaining a credentialed level of EMD practice within the required timeframes. This includes accreditation, re-certification and adopting new practices or developments as outlined by the QAS State Operations Centre Local Ambulance Service Network (LASN).
- Actively participate in the mentoring, teaching and development of peers and support other EMDs in meeting their learning objectives.

Function 4: Professional Conduct

- Display a high level of professionalism and comply with the code of conduct, the provisions of the *Ambulance Service Act 1991* and all QAS policies and procedures as determined by the Commissioner QAS and the relevant Industrial Awards and Agreements.
- Behave with honesty, integrity and impartiality to maintain the positive reputation of the QAS.



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- Perform the role within an approved scope of practice and notify QAS of any existing/changes to health or other individual circumstances that may impede your performance or judgement in the role.
- Lead and manage staff in emergency management capability for disasters, major incidents and mass crowd gatherings, in close consultation with the Director Operations - Emergency Management, State Headquarters.
- Maintain credentialed scope of clinical practice as approved by the Medical Director and/or Commissioner QAS.
- Fulfil the responsibilities of this role in accordance with Queensland Public Service and QAS values.

Basis for selection

We are seeking applicants who, within the context of the role responsibilities, possess the following key attributes:

Communication & Relationships

- Well-developed interpersonal and communication skills including active listening, assertiveness and empathy.
- Ability to employ strategies to successfully de-escalate highly emotive callers/situations.
- Demonstrated ability to work as an effective member of a collaborative team and assist fellow team members toward the achievement of required performance objectives and customer service outcomes.
- Strong customer service commitment demonstrated through professional attitude and behaviour.

Learning & Development

- Ability to rapidly acquire an understanding of the highly technical aspects of the role and all relevant QAS policies and procedures.
- Ability to self-reflect and incorporate feedback to continually develop personal capability and professional practice.
- Demonstrate an ongoing commitment to education through a proven record of tertiary study, vocational education or work relevant courses.

Problem Solving Ability & Resilience

- Ability to apply reasoning, analytical and problem solving skills in a calm manner, to assess a patient's emergent needs and determine an appropriate course of action using existing resources.
- Awareness of own personal triggers and limitations and a commitment to employ personal coping mechanisms to manage stress and pressure whilst maintaining operational performance.
- Ability to manage stress and maintain performance under pressure without a negative impact on self or others.

Professional Conduct & Performance

- Keyboarding skills with a high level of proficiency.
- Demonstrated computer literacy skills in the use of available technology.
- Proven capability in upholding the expected standards of conduct and performance within a busy and often demanding work environment.
- Planning and organisational skills to effectively manage time and prioritise assigned workload.
- Ability to suspend judgement and personal biases in order to professionally and respectfully assist people, irrespective of their age, demographic, or socio-economic group.

Operational Readiness & Fitness for Duty

- Demonstrate a personal commitment to maintaining medical, physical and psychological wellbeing in order to safely undertake the duties of the EMD role.

Mandatory/Special conditions/Other requirements

The following mandatory requirements, special conditions and/or other requirements apply to this role:

- Applicants must have a current Provide First Aid Certificate (with Cardio-Pulmonary Resuscitation component) or equivalent; or have obtained one prior to appointment.
- For Emergency Medical Dispatcher appointments, continued employment will be subject to the satisfactory completion of the Certificate III and Certificate IV in Ambulance Communications and meeting all required performance objectives within 12 months of appointment.
- All Emergency Medical Dispatchers are required to undertake a probationary period of 12 months. Continued employment is subject to satisfactory performance, achievement of the competencies within the Certificates and other mandatory training as outlined in the Ambulance Service Employee's Award – State 2016.

How to apply

Please refer to the Applicant Information Kit at www.ambulance.qld.gov.au for information about submitting your application.

Employment screening

Pre-employment screening, including criminal and discipline history and clinical practice checks, may be undertaken on persons recommended for employment. The recommended applicant will be required to disclose any serious disciplinary action taken against them in public sector employment. In addition, any factors which could prevent the recommended applicant complying with the requirements of the role are to be declared.

Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt. Please refer to the Pre-Employment Checks section within the QAS Applicant Information Kit for further details about employment screening and other employment requirements.

External Applicants

For information on the documentation that may be required from an external applicant please refer to the Pre-Employment Checks section within the QAS Applicant Information Kit.

Additional information

- The role reports to the Operations Centre Manager.
- The QAS values diversity and cultural capability and is an equal opportunity employer which supports a healthy working environment.
- A mobile, flexible and agile workforce supports service delivery and employee development. You may seek or may be required to work in alternative locations or undertake alternative duties on a temporary or permanent basis.
- Applications will remain current for a period of up to 12 months and may be considered for other vacancies (identical or similar) which may include an alternative employment status (e.g. temporary, full-time or part-time).



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- Within one month of commencing employment, the successful applicant is required to disclose any employment as a lobbyist in the preceding two years.
- The incumbent may be required to undertake other duties not listed in the key responsibilities, under the direction of the relevant accountable manager.
- Further information about the QAS and applying for a job can be found in the QAS Applicant Information Kit which is included as an attachment in the job advertisement.



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