Emergency Medical Dispatcher
OpCen’s, State Operations Centre

Employment Type  Permanent Full-Time
Classification      ACO04 – ACO08
Salary Range       $47,273.90 - $58,961.92

Queensland Government

The Queensland Government is committed to working closely with all Queenslanders to create jobs and a diverse economy, deliver quality frontline services, protect the environment and build safe, caring and connected communities.

Integrity, accountability and consultation underpin everything the Queensland Government does.

Queensland’s public service has five organisational values that will support this goal:
Customers first  | Ideas into action  | Unleash potential  | Be courageous  | Empower people

About the 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 essential emergency medical services including pre-hospital 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. Our services include:

- providing pre-hospital paramedical response services to patients who suffer sudden illness or injuries;
- emergency and routine pre-hospital patient care, coordination of aero medical services and inter-facility ambulance transport;
- planning and coordination of major events, multi-casualty incidents and disasters;
- community services such as community education and injury prevention; and
- pre-hospital care research.

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

The Emergency Medical Dispatcher (EMD) is an operational role within the QAS that works collaboratively with the Operation Centre team, the broader QAS organisation and other health care and emergency services. The purpose of the role is to receive emergency calls, provide essential pre-arrival advice and to coordinate and dispatch QAS resources and patient transport movements for the Queensland community.

In the delivery of prehospital care, the EMD role requires a high level of judgement and decision making ability while
- typing proficiently including accurate recording of incident details,
- operating complex computer systems within a multi-screen computer environment,
- employing assertiveness whilst employing empathy 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 functions and responsibilities

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<th>Key Functions and Responsibilities*</th>
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<td><strong>Function 1: Communication &amp; Relationships</strong></td>
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<td>▪ Deliver high levels of customer service through professional interactions and communication with patients, the patient's advocate, 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 maintain the positive reputation of the Queensland Ambulance Service.</td>
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<td>▪ Apply well developed skills to communicate and interact effectively, to build and sustain collaborative professional relationships as a well-disciplined member of the Operations Centre service delivery team.</td>
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<td>▪ Demonstrate an awareness of people with diverse cultural backgrounds and undertake all available cross-cultural related training to ensure rapid and appropriate responses.</td>
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<td><strong>Function 2: Operational Readiness &amp; Performance</strong></td>
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<td>• 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.</td>
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<td>• Dispatch and manage multiple resource responses simultaneously in accordance with QAS standard operating procedures.</td>
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<td>• Operate the Computer Aided Dispatch (CAD) system, radio communications system and ancillary equipment, professionally and proficiently in accordance with QAS standard operating procedures.</td>
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<td>• Liaise as necessary with operational staff and other service providers to ensure effective mobilisation of resources.</td>
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<td>• Maintain an operational log, recording relevant details of incidents and actions during the shift using a computerised/manual record as required.</td>
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<td>• Work in collaboration within the Operation Centre network and contribute effectively toward the achievement of required performance targets and service delivery standards.</td>
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<td>• Present fit for duty by being physically healthy, illness and fatigue free, and psychologically healthy; and utilising staff support and counselling services when required.</td>
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<th><strong>Function 3: Learning &amp; Development</strong></th>
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<td>• Monitor, review and critically reflect on the quality of individual performance, be receptive to feedback and work towards continuous improvement in your practice.</td>
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<td>• 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 timeframe. This includes accreditation, re-certification and adopting new practices or developments as outlined by the QAS State Operation Centre LASN.</td>
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<td>• Actively participate in the mentoring, teaching and development of peers and support students in meeting their learning objectives.</td>
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<th><strong>Function 4: Professional Conduct</strong></th>
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<td>• 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.</td>
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<td>• Behave with honesty, integrity and impartiality to maintain the positive reputation of the QAS.</td>
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<td>• 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 judgment in the role.</td>
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This position may be required to undertake other duties as requested by their supervisor.
**Basis for selection**

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

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<th>Category</th>
<th>Capability</th>
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| Communication & Relationships             | ▪ Well-developed interpersonal and communications skills including active listening, assertiveness, and empathy.  
▪ Ability to employ strategies to de-escalate highly emotive callers/situations.  
▪ Demonstrated ability to work as an effective member of a team assisting 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 demonstrate or rapidly acquire the highly technical aspects of the role and understand QAS policies and procedures.  
▪ Ability to self-reflect and incorporate feedback to continually develop personal capability and professional practice.  
▪ 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 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 while maintaining operational performance  
▪ Planning and organisational skills to effectively manage time and prioritise assigned workload.                                                                                                                                                                         |
| Professional Conduct & Performance        | ▪ Keyboarding skills with 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.  
▪ Ability to suspend judgement and cast aside personal biases in order to professionally and respectfully assist people irrespective of demographic, age or socio-economic group.  
▪ Planning and organisational skills to effectively manage time and prioritise workload, with the ability to manage stress and maintain performance under pressure without negative impact on self or others. |
| Operational Readiness & Fitness for Duty  | ▪ A personal commitment to maintaining medical, physical, and psychological wellbeing in order to safely undertake all the duties of Emergency Medical Dispatcher.                                                                                                                                                                                                                   |
Mandatory/Special conditions/Other requirements

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

- Ability to work and remain in Australia indefinitely. Applicants are required to provide proof of Australian citizenship, Australian permanent residency status or New Zealand citizenship on application.
- Demonstrated commitment to education through a proven record of tertiary study, vocational education or work-relevant courses.
- Minimum three years full-time paid employment or equivalent,
- Current Apply First Aid Certificate with CPR component.
- For Student 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 performance objectives within 12 months of appointment.
- All Student 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 Employees’ Award 2012.

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 will be undertaken on persons recommended for employment. These include, but are not limited to:

- Psychometric assessment
- Medical assessment
- Work-related assessment
- Referee checks
- Criminal history and disciplinary history checks

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 Applicant Information Kit for details of employment screening and other employment requirements.

Additional information

- All newly appointed public sector employees who have been employed as a lobbyist in the previous two years are required to provide a disclosure to the Director-General within one month of taking up the appointment in accordance with departmental policy.
- Further information about QAS and applying for a job can be found in the Applicant Information Kit which is included as an attachment in the job advertisement.
- The role reports to the Operations Centre Manager.