



## JOB DESCRIPTION

**POST:** Emergency Medical Dispatcher - Qualified

**REPORTS TO:** Emergency Medical Dispatcher Supervisor

**RESPONSIBLE TO:** Duty Performance Manager

**LOCATION:** Emergency Ambulance Control (EAC)

**JOB SUMMARY** The post holder will be responsible for providing an effective and timely communication link with the public and health care professionals in receiving and processing all telephone calls for the Emergency Service of NIAS. In addition, he/she will operate the Computer Aided Dispatch System (CAD) and Integrated Command and Control System (ICCS) in line with Trust policies and procedures.

### **Main Duties and Responsibilities**

1. To be responsible for the receiving, processing and accurate recording of patient related information for all emergency, urgent and routine calls onto the CAD System.
2. To receive and process emergency calls utilising the Advanced Medical Priority Dispatch System (AMPDS) to obtain an initial assessment of both the patient and scene in an efficient manner conducive to caller cooperation.
3. To use AMPDS to provide scripted medical advice regarding life threatening, medical and trauma conditions to ensure the clinical management of patients and scene safety prior to an Emergency ambulance response.
4. To operate the CAD system and ICCS system which includes Automated Vehicle Location System (AVLS) and mobile data systems and use these systems effectively and efficiently to dispatch the most appropriate resource in response to emergency, urgent and routine calls as and when required.
5. To utilise the Status Plan Management tool effectively in order to comply with the Trust's Deployment policy as and when required.
6. To communicate with emergency ambulance personnel using radio protocols in accordance with Control procedures.

7. To deal with routine queries from the general public, GP's, Accident and Emergency (A+E) crews, medical staff and other professional organisations in relation to the emergency, urgent and routine transport of patients, referring non routine enquiries to the Control Officer or Duty Performance Manager as appropriate.
8. To assist the Control Officer to liaise with relevant external clinical staff to ensure requests for routine A&E transportation are scheduled in the most appropriate manner.
9. To liaise with the Non Emergency Ambulance Control (NEAC) as required.
10. To undertake duties as directed by the Control Officer in the control and management of ambulance personnel and resources at Major Incidents in line with Major Incident procedures and mobilisation systems.
11. To observe careful use of computer equipment in accordance with Health and Safety legislation.
12. To provide advice and demonstrate workplace routines to new or less experienced staff.
13. To update all Command and Control information systems ensuring all manual and computerised records are completed in accordance with Control Procedures.
14. To update the Occurrence Log Book in accordance with Control Procedures.
15. To report any faults or problems with the CAD and ICCS Systems in line with Control procedures.
16. To test call equipment as and when required.
17. To take responsibility for the dispatch desk on behalf of the Control Officer during meal breaks and other short periods of absence.
18. Must undertake and complete the Continuing Dispatch Education (CDE) Programme as required.
19. Must comply with the requirements of the AMPDS Quality Assurance / Quality Improvement Programme.

## **General**

1. To ensure that statutory regulations and Trust policies and procedures are implemented and adhered to at all times.
2. To take part in staff development programmes and annual development reviews and/or undertake further training if and when required.
3. To act at all times in a manner consistent with legislation, policy and procedures in respect of Equality and Diversity.
4. To work to the mission and values of the Trust and display high standards of integrity and professionalism towards clients and colleagues.
5. To continuously develop and update own knowledge and skills within the job role and contribute to setting own work objectives.
6. To possess excellent communication and interpersonal skills in order to work effectively with clients and colleagues at all levels, both internally and externally.
7. To work as a member of a team and on own initiative.
8. To prioritise workload and work to tight timescales.
9. To undertake any other duties relevant to the post as may be assigned from time to time which are consistent with the responsibilities of the Band.

**The duties outlined in this job description serve as a guide to the current and major responsibilities of the post.**

**The duties and obligations associated with the job will inevitably vary and develop and the job description will be reviewed on a regular basis. Changes will be subject to consultation with the job-holder.**

## PERSONNEL SPECIFICATION

**POST:** Emergency Medical Dispatcher – Qualified.

**BAND:** 4

**REPORTS TO:** EMD Supervisor

**RESPONSIBLE TO:** Duty Performance Manager

### Notes to applicants:

1. *You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.*
2. *Shortlisting will be carried out on the basis of the essential criteria set out in Section 1 below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined in Section 3 at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.*
3. *Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.*

### ESSENTIAL CRITERIA

**SECTION 1:** The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria	Method of Assessment
<b>Qualifications &amp; Experience</b>	Five GCSE's at Grade C or above, including English/English Language or equivalent educational qualifications plus a minimum of one years' experience working in a customer orientated environment/organisation. <b><u>OR</u></b> A minimum of two years' experience working in a customer orientated environment/organisation.	Shortlisting by Application Form
<b>Qualifications/Registration</b>	Must hold Emergency Medical Dispatch Certification and must achieve recertification every 2 years which includes First Aid and a set period of continued dispatch education.	Shortlisting by Application Form

<b>SECTION 2:</b> The following are <b>ESSENTIAL</b> criteria which will be measured during the interview/selection stage:		
<b>Experience</b>	Must demonstrate experience of using a telephone/radio system as a regular means of communication in a pressurised work environment.	Shortlisting by Application Form
<b>Skills / Abilities</b>	Must possess excellent keyboard skills – ie a minimum speed of 35 words per minute is essential.	Test
<b>Knowledge</b>	A working knowledge and experience of Microsoft Word, Outlook, Excel or equivalent.	Interview / Test
<b>SECTION 3:</b> The following are <b>DESIRABLE</b> criteria, you must clearly demonstrate on your application form how you meet the desirable criteria.		
<b>Other</b>	Knowledge of medical terminology.	Shortlisting by Application Form/ Assessment Centre

APPLICANTS WITH EDUCATIONAL QUALIFICATIONS WHICH ARE EQUIVALENT TO THOSE ABOVE MAY APPLY. THE ADMISSIBILITY OF THE QUALIFICATION WILL BE DETERMINED AT SHORTLISTING. THE TRUST RESERVES THE RIGHT TO DECIDE ON EQUIVALENCY

**If this post is being sought on secondment, then the individual MUST have the permission of their line manager IN ADVANCE of making application.**

*As part of the Recruitment & Selection process it may be necessary for the Trust to carry out an Enhanced Disclosure Check through Access NI before any appointment to this post can be confirmed.*

**THE TRUST IS AN EQUAL OPPORTUNITIES EMPLOYER**  
**Successful applicants may be required to attend for a Health Assessment**  
**All staff are required to comply with the Trust's Smoke Free Policy**

## **RESPONSIBILITIES OF ALL NORTHERN IRELAND AMBULANCE SERVICE EMPLOYEES**

### **Quality**

The Northern Ireland Ambulance Service is committed to providing the highest possible quality of service to patients and the community. Members of staff of the Trust are expected, at all times, to provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.

### **Health and Safety**

You have the responsibility to make yourself aware of, and to conform to, the Trust's Health and Safety Policy and other Health and Safety Policies applicable to your workplace and all relevant statutory provisions, including codes of Practice and Guidance.

### **Action on Smoking Policy**

All employees must comply with the Trust's 'Action on Smoking Policy'.

### **Equality Schemes**

All employees must adhere to the Trust's Equality Scheme in accordance with Section 75 of the Northern Ireland Act 1998 to promote equality of opportunity:-

- between persons of different religious belief, political opinion, racial group, age, marital status, or sexual orientation;
- between men and women generally;
- between persons with a disability and persons without;
- between persons with dependants and persons without.

Applicants must comply with all other policies and procedures of the Trust.

### **Human Rights**

All employees must support the Trust in complying with its obligations under Human Rights legislation.

### **Records Management**

The post holder has responsibility for the creation and maintenance of records in accordance with Trust's Records Management Policy, Freedom of Information Policy and Data Protection Act 1998 Policy i.e if required to do so, obtain, process and or/use information held on a computer in a fair and lawful way, to hold only for specified registered purposes and to use or disclose the data only to authorised persons or organisations.