



Recruitment Info Sheet - Control Centre

Is this the career for you?

A career in the Control Centre can be very rewarding, but it is not suited to everyone. The role requires attention to detail in a technical environment and the ability to multitask under pressure. These skills are vital to maintaining the welfare of the community and, as such, the job is a highly valued profession. Working in Control can be a tough job and the mission-critical nature of the work means that at times the role can be stressful.

It is important that you do some research into the role you have applied for, read the role description and discuss the position with your family and/or support network, as deciding to apply for the role is a big decision and requires a person with a unique set of skills and abilities. Once you have done this, consider the below questions and discuss with your family whether you may be suited to this role and what the impact of this role may be on you and your family.

- Do you have the underpinning skills and abilities essential to this role?
- Do you have strong judgement and decision making skills?
- Can you type quickly and accurately while listening to information?
- Can you use complex computer systems with multiple screens?
- Can you be appropriately assertive but empathetic with people who are distressed?
- Can you work within a scripted and highly supervised environment?
- Are you committed to maintaining a good level of physical and emotional wellness for work?
- Do you have a high degree of situational awareness?
- Do you maintain your fitness for work?

If your answer is yes to these questions, discuss with your family what the impacts of the following would be and ask yourself would you be able to adjust to:

- Undertaking the initial seven week recruit training program in Sydney and afterwards committing to continual ongoing training?
- Staying at a console for 8 - 14 hours, leaving only for scheduled breaks?
- Working a set shift work roster that involves working up to 14 hour day and night shifts, public holidays, weekends and missing out on important family or social events?
- Taking emergency calls one after the other, and not being able to find out the outcome of the patient?
- Multitasking to the extreme in a high pressure, unpredictable and complex environment?
- The emotional impact of dealing with death and trauma, shift after shift?
- Working in a highly structured environment?

If your answer is yes to these questions and you are strongly considering a career in the Control Centre, please continue reading this booklet for more information on the recruitment and selection process and the role itself.



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What's the role in a nutshell?

There are two main jobs in the Control Centre, the Communications Assistant and the Control Centre Officer.

In the Communications Assistant role you will be answering emergency calls, recording information about each call on the computer system and providing life-saving first aid advice using script prompts from the computer system. The role involves a high level of multi-tasking, liaison with a wide range of members of the community who are often emotionally distressed and an appropriately assertive but empathetic communication style.

In the Control Centre Officer role you will be sending and coordinating Ambulances and other NSW Ambulance resources to emergency and non-emergency incidents. The role involves a high level of multi-tasking, liaison with a wide range of staff and services, using multiple computer systems and screens as well as high level strategic thinking. You will need to ensure incidents have the appropriate level of Ambulance response dependent on the situation.

Recruitment Process

Dates	Process
18 June – 22 July	Applications Open
1 Aug – 7 Aug	Criticall Testing – computer based testing*
14 Aug – 17 Aug	Invitations to Interviews / Testing
20 Aug – 12 Sep	Interviews / Testing

*To complete Criticall Testing you will need to ensure you have a Windows based computer and you will be required to download a plugin prior to commencing testing.

Training

Training is Monday to Friday 8am - 4pm and is fully paid and induction training accommodation is available on application for those who live outside the Sydney area.

- **Communications Assistant & Control Centre Officer:**
 - 6 weeks Induction course at NSW Ambulance Headquarters.
 - 9 weeks mentoring at your posted Control Centre.
- **Control Centre Officer (only):**
 - 3 weeks training specific to dispatch
 - 9 weeks mentoring at your posted Control Centre.

All Control Centre Officers are required to complete Communications Assistant training and consolidation (6- 12 months) prior to commencing to Control Centre Officer training. Whilst consolidating Communications Assistant training, Control Centre Officers will work to the Communications Assistant roster.



Recruitment Info Sheet - Control Centre Officer

Salary & extras

Communications Assistant

- \$54,643.49 plus superannuation,
- Shift allowances when working nights, weekends and public holidays
- 5 weeks annual leave per year
- Salary packing benefits – applies to mortgage/rental payments, vehicle leasing and meal and entertainment options.

Control Centre Officer

- \$62,609.07 plus superannuation,
- Shift allowances when working nights, weekends and public holidays
- 5 weeks annual leave per year
- Salary packing benefits – applies to mortgage/rental payments, vehicle leasing and meal and entertainment options.

Rosters

Each Operations Centre has different rostering arrangements. Below is a sample from each of the four Operations Centres to give you an indication of what a typical roster will be in the respective location.

Control Centre	Role	Rosters
Northern Control Centre (Charlestown)	Communications Assistant	Modified 4 days on 5 days off 10hr 6m day shifts & 14hr 6m night shifts commencing at 0700 & 1700 One rotation on the roster is 5 on 5 off.
Northern Control Centre (Charlestown)	Control Centre Officer	Rotating 4 days on, 5 days off 12hr 15m shifts commencing at 0630 and 1830
Sydney Control Centre (Eveleigh)	Communications Assistant	Two types of Rosters (roster 1 takes priority): 1) 2 days, 2 nights & 5 days off 12hr shifts commencing at 0630 & 1830 2) 2 days, 1 afternoon, 1 night & 5 days off 12hr shifts commencing at 0630, 1000 & 1830
Sydney Control Centre (Eveleigh)	Control Centre Officer	Rotating 4 days on, 5 days off 12hr 10-15m shifts commencing at 0630 & 1830
Southern Control Centre (Warilla)	Communications Assistant	Rotating 5 days on, 3 days off 8 / 9 hr shifts commencing at 0600, 0700, 1500 or 2200
Southern Control Centre (Warilla)	Control Centre Officer	Rotating 4 days on, 5 days off 12hr shifts commencing at 0600 and 1800
Western Control Centre (Dubbo)	Control Centre Officer	Modified rotating 4 days on, 5 days off 10-12 hr shifts commencing at 0700, 0900, 1100 or 1900

Please note:

- If you have applied as a Control Centre Officer, you will work the Communications Assistant roster until you're completed all the Control Centre Officer training – this could be 6 – 12 months.
- NSW Health facilities have a no smoking policy. Smoking is only allowed off premises during the rostered break period. You will not be allowed to leave in order to take an unplanned break.