POSITION DESCRIPTION

Control Centre Officer (formerly Operations Centre Officer)

STAFF LINK POSITION NO:

LOCATION: Various:
                                                 Sydney, Warilla, Charlestown, Dubbo

POSITION TITLE OF SUPERVISOR: Duty Control Centre Officer

AWARD OR CONTRACT: Operational Ambulance Officers (State)
                                                 Award

CLASSIFICATION: Ambulance Operations Centre Officer

DATE OF ANALYSIS: June 2008
UPDATED: (if applicable)   June 2013 / February 2017 / June 2018 /
                                                 July 2018

CHIEF EXECUTIVE

_____
Signature

Date Position Description Approved: ____/____/____

Position accepted: _____   Date: _____/_____/20__
                    Name

                    _____
                    Signature

1. PURPOSE OF POSITION

To promptly and effectively deploy Ambulance resources in response to emergency calls and non-emergency transports within a defined geographic area through the Computer Aided Dispatch System.
Receive, accurately record and progress telephone calls relating to the business of NSW Ambulance, and requests for the provision of ambulance services.

2. NATURE AND SCOPE OF WORK PERFORMED

The position holder is responsible for receiving all incoming telephone calls, including Triple Zero (000) emergency calls in a professional manner consistent with the telephone procedures of the organisation. The position holder is required to assist other Ambulance employees, working both within and outside the Control Centre with enquiries concerning individual transport cases and other operational Ambulance matters.

The position holder will determine the most appropriate Ambulance resource/s to deploy to both emergency and non-emergency Ambulance requests within the guidelines set by the NSW Ambulance. The position holder will be required to notify and dispatch Ambulance resources to incidents assisted by a Computer Aided Dispatch (CAD) system and a radio telecommunications system. Should the computer system fail the position holder will continue both call taking and dispatch functions using a manual paper based system.
The position holder continuously monitors the status of Ambulance resources and pending Ambulance transport cases.

The position holder also communicates with organisations and individuals outside NSW Ambulance to provide information or advice concerning the services provided by NSW Ambulance or alterations to specific cases.

Shift work is a requirement of this position and the roster includes weekend, public holiday, early AM and late PM commencement times.

3.   KEY ACCOUNTABILITIES

- Ensure all incoming telephone calls are promptly answered and accurately recorded in accordance with Ambulance's policy and procedures; and provide first Aid advice using the Medical Priority Dispatch System (manual or software version) consistent with NSW Ambulance policy and procedures, ensuring that all relevant information is obtained and recorded.

- Dispatch the most appropriate and timely ambulance resource to all incidents in accordance with NSW Ambulance policy and procedure; and interact with other emergency services where incident management requires the cooperation and coordination of specialised resources (e.g. Helicopters Service, State Emergency Services, Police, and Fire Brigade).

- Ensure appropriate escalation and notification occurs in accordance with standard procedures and policies.

- Continually monitor all pending and active incidents as well as Ambulance resource and fluidly deploy from areas of low demand to high demand as required.

- Distribute available resources throughout a defined geographic area in response to workload.

- Adhere to the requirements and provisions of Policy Directives, Operating Procedures and Work Instructions at all times. Observe the requirements and provisions of the Health Services Act 1997 and Health Services Regulation 2013.

- Obtain and maintain certification as an Emergency Medical Dispatcher completing all exams and Continuing Dispatch Education processes in accordance with Ambulance and remain conversant with all circulars, polices and other notices. Participate in quality reviews; competency assessments; service benchmarking processes to assist in identifying training needs and use outcomes to maintain required skill level and participate in the training and mentoring of staff as required.

- Assist the Senior Control Centre Officer with the collation of statistical information and provide expertise and support to other team members as required, ensuring appropriate Control Centre records are maintained.

4.   KEY CHALLENGES/PROBLEM SOLVING AND DECISION MAKING

The position holder is responsible for assessing each call, with the assistance of Operational systems (Medical Priority Dispatch System "MPDS", ProQA "Professional Quality Assurance", "Computer Aided Dispatch "VisiCAD") to determine the most appropriate response priority for each incident.
The incumbent will apply knowledge, experience and resourcefulness to continually assess each incident and ensure the most appropriate and timely resources are assigned to the incident. This will involve consideration of special or unusual circumstances relating to any specific incidents which may require escalation of the initial response.
The position holder is supported in this activity by policy, operating procedures work instructions and systems.

The position holder will constantly monitor the number of available resources in a defined geographic area and move ambulance resources from one area to another as required to maintain an even distribution of resources throughout the area.

5. ORGANISATIONAL RELATIONSHIPS 'YOU'RE WORKING WITH'

Relationship 1
Who?   Senior Control Centre Officer

Why?   The Senior Control Centre Officer (SCCO) is responsible for the Centre and its activities on a shift by shift basis. Regular communication, notification and escalation to this position is required.

Relationship 2
Who?   Duty Control Centre Officer

Why?   The Duty Control Centre Officer (DCCO) is responsible for a defined geographical area within each Control Centre, as well as the supervision of Communication Assistants. The position holder will work very closely with the SCCO and regular communication, notification and escalation is required.

Relationship 3
Who?   Paramedics

Why?   The position holder will communicate with operational paramedics in relation to dispatch assignments and patient requirements. This communication will be via telephone and two-way radio and is integral to the success of the organisation and patient wellbeing.

STAKEHOLDER RELATIONSHIPS

Stakeholder 1
Who?   Emergency Service Organisations

Why?   NSW Ambulance works collaboratively with NSW Police and Fire and Rescue NSW to ensure the best outcomes of the patient are achieved and the safety of those involved is maintained.

Stakeholder 2
Who?   Local Health Districts

Why?   NSW Ambulance works in partnership with Local Health Districts to ensure the patient journey from the time of the initial Triple Zero (000) calls through to discharge is seamless and regular communication with LHD regarding bed capacity, inter-facility transports, Clinical capabilities is essential to ensuring patients are delivered the right care the first time around.

6. Staffing / Responsible for

    (i)   Position Title of Supervisor
        Duty Control Centre Officer

    (ii)   Position Titles which also report to Supervisor identified in (i) above
        Communications Assistant

    (iii)   Titles of Positions that Report to this Position
        Nil

7.   ESSENTIAL REQUIREMENTS

It is the responsibility of all staff to ensure NSW Ambulance is a workplace free from bullying and harassment. All staff must behave in a respectful and acceptable manner. Staff must report and respond appropriately to any instances or perceptions of bullying. Managers are required to implement actions that prevent or minimise the risk of unacceptable behaviours, ensuring bullying, harassment and victimisation are identified as early as possible and responded to and effectively managed.

The position holder is required to possess a First Aid Certificate prior to appointment and gain re-certification every three years to maintain currency.

8.   KNOWLEDGE, SKILLS AND EXPERIENCE NECESSARY

- Computer literacy with demonstrated experience in the use of windows based computer applications and the ability to transfer voice activated information into computerised data entry system.
- The ability to work independently and as a team member within a critical environment;
- Excellent communication skills both written & oral.
- Ability to maintain logical thought processes and remain calm in stressful situations and challenging circumstances.
- Organisational skills and the ability to manage fluctuating workloads with frequently changing priorities.
- Ability to understand, interpret and analyse complex issues with proven conceptual thinking skills for effective problem solving and decision making.
- Possess a current First Aid Certificate and re-certify every three years to maintain currency for non-uniformed employees.
- Touch Typing skills of thirty (30) words per minute with an accuracy of ninety-eight percent (98%). (Validation of typing speed and accuracy will be necessary prior to employment being confirmed).