

Job Class Profile: Ambulance Dispatcher II**Pay Level: CG-32 Point Band: 704-717**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	5	4	7	4	5	4	2	3	
Points	187	83	25	33	120	108	83	43	32	714

JOB SUMMARY

The Ambulance Dispatcher II responds to emergency calls from the public and outside agencies by co-ordinating and dispatching appropriate emergency personnel including road or air ambulance, police or fire department and providing emergency medical instructions to callers when required.

Key and Periodic Activities

- Receives 911 emergency calls by telephone, determines seriousness of the situation and dispatches the appropriate type of emergency personnel and number of units required. May provide support and give advice to callers who are facing life threatening situations.
- Co-ordinates and dispatches air ambulances within eastern Canada which involves notification and mobilization of the Medical Flight Team, liaises with the referring and receiving facility and dispatchers with Government Air Services.
- Co-ordinates the transport of routine medical transfers of persons for non-emergent care. Schedules inter-provincial road transfers from various facilities for patients discharged from hospital and co-ordinates inter-facility transfer of patients when required.
- Receives emergency calls from agencies such as Provincial Health Line, Crisis Intervention, RCMP, RNC, Lifeline Activations and co-ordinates appropriate response.
- Co-ordinates telephone communications between the private ambulance services, health institutions and the online physicians for both ground and air ambulance services.
- Provides shift schedules and assigns ambulance unit for primary and advanced care paramedics and co-ordinates schedule for nighttime cleaning and restocking paramedic units.
- Liaises with Clinical Co-ordinators, Bed Efficiency Managers, Emergency Department Charge Nurses and Managers on issues related to the movement or transfer of patients resulting from unsafe patient levels in emergency rooms.
- Maintains and manages medical supplies to ensure optimal service for emergency medical services.
- Assumes the role of Operations Supervisor, when required.
- Ensures maintenance and repairs are carried out to ambulance units on a regular basis.
- Co-ordinates all bush medevacs of ill or injured people in remote locations within the Province.
- Provides orientation and training to new employees.

Key and Periodic Activities

- Co-ordinates all necessary outside agencies for treatment and transport during mass casualty incidents. Arranges for Emergency Response Triage Unit to be on site.
- Participates in community awareness events.

SKILL

Knowledge

General and Specific Knowledge:

- Emergency Medical Dispatch System.
- Knowledge of emergency medical services and health care system.
- Knowledge of priority dispatch protocols and procedures.
- Knowledge of policies and procedures related to provincial policy when dealing with private contractors and inter-facility transfers for the safe and efficient transport of patients.
- Knowledge of the geography of Newfoundland and Labrador and emergency services available in each area.
- Knowledge of City Streets.
- Awareness of road maintenance and construction projects in order to direct responding emergency crews to take the most efficient routes of travel.

Formal Education and/or Certification(s):

- Minimum: High School Diploma. 1 Year Diploma in Primary Care Para-medicine. Certification as Emergency Medical Dispatcher (semi-annual certification required). Class 4 Driver's License to operate an ambulance.

Years of Experience

- Minimum: 5 years experience as a Primary Care Paramedic.

Competencies:

- Keyboarding Skills.
- Ability to operate a computer.
- Written Communication Skills.
- Decision Making Ability.
- Analytical Skills.

Interpersonal Skills

- A range of interpersonal/communication skills used by employees include listening to information from other people, asking questions to get information, providing routine information and direction to others, communicating complex information and direction to others, providing care, comfort or nurturing to others, conducting formal interviews, dealing with upset or angry people on the phone and providing expert advice or counselling to others. These skills are required to obtain essential information by asking formal standardized questions such as exact location and details of incident, giving advice to people facing life-threatening situations and providing comfort and reassurance to the caller, and providing routine direction to the emergency response unit. There is also a requirement to provide training to new employees for a period of at least two years.

- Most significant contacts are with the Primary and Advanced Care Paramedics to dispatch emergency and routine calls and with the RNC, RCMP and fire resources who are dispatched to provide a first response to calls that require a greater than five minutes response time. Significant interaction also occurs with the online, on call medical physicians when co-ordinating a response.

EFFORT

Physical Effort

- The demands of the job do not result in considerable fatigue, requiring periods of rest.
- Lifting or moving objects less than 25 lbs. is required occasionally when participating in training activities which requires lifting patients or sometimes when required to lift boxes of heavy solutions.
- Required to sit at a work station for extended periods where there is limited ability to move away from the computer screens/telephone. Standing is occasionally required.
- Manual or physical activities involves constant fine finger or precision work as 50% of the time is spent working on a computer providing an emergency medical dispatch service.

Concentration

- **Visual** concentration or alertness is required when observing multiple computer screens.
- **Auditory** demands include multiple phone lines ringing, listening for radio transmissions from ambulances, which have to be time stamped and entered into the computer, and background talking from other dispatchers and staff.
- **Alertness and concentration** are required when performing emergency medical dispatch work. **Higher than normal levels of attentiveness or alertness** for the health and safety of others is required at all times when dispatching an emergency response vehicle and providing life saving instructions to patients and/or caller over the phone.
- **Time pressures, interruptions, deadlines and lack of control over work pace** are experienced when dealing with medical emergency dispatching and responding to 911 calls, listening to radio transmissions from ambulances and entering information into the computer. Must be able to communicate with the caller and respond to crew and receiving facility at the same time. This may involve dealing with multiple calls at the same time.
- **Exact results and precision** are required when determining exact location of patient, condition and when giving pre-arrival instructions. Precision is also required when entering data such as time into the computer.

Complexity

- Work involves responding to emergency 911 calls, dispatching ambulance and providing advice to patient or caller which involves activities that are different/unrelated and require the use of a broad range of skills and a diversity of knowledge.
- A typical problem or challenge that occurs on a daily basis is prioritizing the routine and emergency calls. Must be able to direct the caller so that appropriate information can be obtained and relayed. Emergency medical scenes can be varied and unpredictable and all of the variables have to be taken into account in order to co-ordinate assistance and transportation.

- Reference material to assist in addressing problems, challenges and issues include policies, procedures and standards established by Eastern Health and the Provincial Medical Oversight Program as well as past experience.

RESPONSIBILITY

Accountability and Decision-Making

- While priority dispatch protocols are established, in order to safely and effectively implement them, requires a thorough understanding of the objectives and ability to interpret each situation and make decisions based on interpretations to ensure the most effective outcome is reached.
- Authority is exercised to call in additional resources if required, order routine supplies and fleet maintenance and provide day-to-day direction to paramedics.
- Supervisory approval is required for ordering large scale items, acquiring additional resources for special events such as Regatta Day and for the release of confidential patient information to other agencies such as the RCMP and RNC.
- A high degree of independent discretion and judgement is exercised when dealing with a bush or helicopter rescue or a multi trauma incident when determining the appropriate type of emergency personnel required and what agencies should respond.

Impact

- Work results can have an impact within the immediate work area, department/group, within and outside the organization and on customers/clients/patients/general public.
- Work results directly impact human resources, health and safety and corporate image.
- Instructions to a caller on an emergency scene, decisions regarding patient transport and the safety of emergency medical services crews can all be impacted by decisions and actions and have immediate and residual effects.
- Mistakes or errors when dispatching an ambulance or providing advice and instructions to a caller over the phone can negatively impact public health and safety and corporate image.
- Errors are typically identified and resolved within 24 hours of problem identification. Work is guided and monitored through policies and procedures established by Eastern Health, the Provincial Medical Oversight Program and guidelines of the National Academy of Emergency Medical Dispatchers.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- Provides on-the-job advice, guidance, direction, feedback, input for performance assessments, orientation, on-the-job training and mentoring to new employees which involves two weeks of orientation and two years of mentoring before becoming an experienced dispatcher.

WORKING CONDITIONS

Environmental Working Conditions

- There is no requirement for safety precautions or equipment.

- There is no likelihood of injury or illnesses resulting from hazards in the job.
- Exposed to unusual/distracting noise from radios, phones, other staff, etc., and occasionally exposed to glare from working with computer monitors for extended periods of time.