



**DIRECTORATE OF SERVICE DELIVERY AND PERFORMANCE**

**EMERGENCY OPERATIONS CENTRE (EOC)**

**JOB DESCRIPTION - EMERGENCY DISPATCHER**

**POST TITLE:** Emergency Dispatcher, Emergency Operations Centre

**LOCATION:** Emergency Operations Centres

**ACCOUNTABLE TO:** Emergency Operations Centre Service Deliver Manager

**KEY CONTACTS:**

1. EOC Duty Manager/Performance Manager
2. EOC Service Delivery Team, Supervisors & Dispatch colleagues
3. Emergency Medical Advisors
4. Senior management team & operational crews
5. Clinical Hub
6. Clinical Coordination Desk/Clinical Incident Hub
7. Fleet Management Team and staff
8. Medical Response doctors and Community First Responders
9. Other agencies such as Police, Fire and Rescue, and Hospitals

**JOB SUMMARY:**

To effectively utilise and deploy operational resources (ambulance vehicles and staff) in order to meet the demands made upon EOC services. To ensure that service delivery is maintained, performance targets are achieved or exceeded and to deliver patient care.

**PRINCIPLE DUTIES:**

1. Initiate immediate appropriate ambulance service response to emergency and urgent patients in line with Trust policies and procedures; simultaneously operating the telephony, radio, mapping, computer aided dispatch and prioritisation systems. Plan and co-ordinate journeys and monitor progress of incidents through to conclusion.
2. Maximise emergency response cover through the organisation and positioning of available resources, including the use of System Status Plans where required; ensuring that communication links are in place with each resource at the commencement of shift.

3. Enhance service delivery through the effective deployment of the operational staff on duty with specific regard to achieving optimal coverage and skill mix as directed by the Duty/Performance Manager.
4. Manage the allocation of resources dynamically; making informed decisions regarding re-prioritisation/re-allocation of resources as situations change.
5. Use appropriate and effective communication methods to deal with all types of communication professionally, quickly, efficiently and diplomatically as required.
6. Deal with issues affecting resource availability, e.g. breakdowns, radio faults, equipment failures etc. as they arise.
7. Liaise with the police, fire service, and other agencies involved in the response to operational incidents, including communication related to sensitive issues e.g. vulnerable patients, criminal or civil investigations.
8. Identify untoward incidents involving, for example, violence to staff, accidents, control issues etc, in accordance with Trust policies and procedures with the objective of ensuring the safety of operational staff, referring as appropriate to the Duty/Performance Manager.
9. Review out of standard emergency and urgent calls and report accordingly.
10. Meet as necessary with EOC managers and staff to identify problem areas, provide information, and seek solutions which bring about improvements in service delivery.
11. Fulfil personal responsibilities required under Health and Safety at Work legislation and ensure personal compliance with the Trust's health and safety policies.
12. Remain familiar with appropriate contingency plans required in the event of system failures, and follow these to maintain service delivery, should such a situation arise.
13. Follow procedures appropriate to the role in the implementation of major incident and resilience plans including CBRN etc. within the EOC. Where necessary, attend at major incidents or large events to provide on-site communications.
14. Alert appropriate members of the EOC management team to matters such as:
  - Potential large scale incidents
  - Hospital delays
  - Possible complaints
  - Misuse of the service
  - Concerns regarding equipment efficiency
  - Systems failures

- Harm to patients/staff
15. Use the Trust's reporting mechanisms for any untoward incident e.g. long waits, Duty of Candour
  16. Observe patient confidentiality, data protection requirements and vulnerable person's procedures, reporting safeguarding referrals were required.
  17. Share best practice with colleagues
  18. Adhere to all general Trust policies and procedures as appropriate.
  19. Assist the EOC Duty Manager/Performance Manager, as and when required, and initiate actions as required in their absence to ensure that service delivery is maintained.
  20. Complete all mandatory training required for the role.
  21. Engage and reflect on all dispatch audit feedback received.
  22. Prepare for and partake in an annual appraisal to identify development needs, career progression plans and pay progression requirements.
  23. Assist in the identification of training needs for Emergency Medical Advisors, and other dispatchers, and provide support and assistance with their training and development.
  24. Ensure that own actions support equality, diversity and inclusion and maintain an understanding of Trust policy in relation to equal opportunities and the Trust's values.

Note: This job description does not represent an exhaustive list of duties. Post holders will be required to adapt to and undertake different or new duties in line with professional requirements and service developments.



## EMERGENCY OPERATIONS CENTRE

### PERSON SPECIFICATION - EMERGENCY DISPATCHER

Attributes	Criteria	Essential/Desirable
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent keyboard and computer skills evidenced by the ability to effectively input and access information to/from the IT systems</li> <li>• Developed communication and interpersonal skills</li> <li>• Excellent listening and communication skills</li> <li>• Ability to 'multi-task' and prioritise effectively</li> <li>• Problem solving skills</li> <li>• Planning and organisation skills</li> <li>• Ability to make dynamic decisions under pressure</li> <li>• Ability to work on own initiative and to follow protocols as appropriate</li> <li>• Ability to maintain confidentiality</li> <li>• Effective team member</li> <li>• Strong work ethic</li> <li>• Self disciplined and motivated to improve patient care</li> <li>• Demonstrate an understanding of managing a safe working environment</li> </ul>	E  E E  E E E E E  E E E E E
<b>Qualifications /Attainments</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE standard or above, or equivalent vocational qualifications</li> <li>• Evidence of continuous professional development</li> </ul>	E  D
<b>Knowledge/ Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working within an emergency control environment</li> <li>• Experience of working within a call centre</li> </ul>	D  D
<b>General/ Personal</b>	<ul style="list-style-type: none"> <li>• Ability to work unsocial hours/shift pattern</li> <li>• Good attendance record</li> <li>• Present a professional image</li> </ul>	E E E