



### Job Description

**Job Title:** Emergency Operations Centre (EOC ) Dispatcher  
**Reference No:** YAS163  
**Department:** A&E Operations/EOC  
**Base:** Wakefield EOC or York EOC  
**Band:** 4

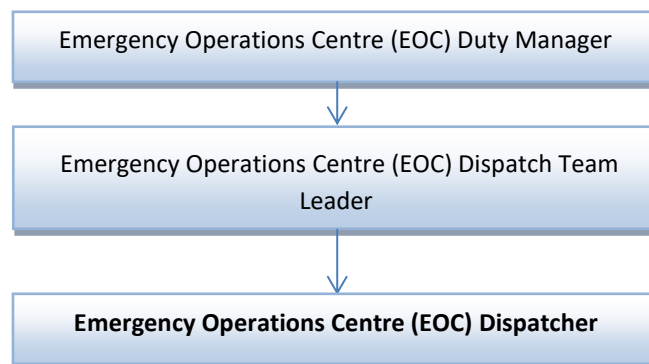
### Organisational Relationships:

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**Responsible to:** EOC Duty Manager  
**Accountable to:** EOC Dispatch Team Leader  
**Responsible for:** Responsible for co-ordination and allocation of operational resources to enhance patient care – maybe required to supervise trainees or temporary staff

### Organisational Chart

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### Organisational Values

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You will share a commitment to our values:

**Compassion**  
**One Team**  
**Integrity**  
**Innovation**  
**Empowerment**  
**Resilience**

### Job Role Summary

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The coordination and activation of all Accident and Emergency resources in line with local policy, ensuring that they are attending appropriately coded incidents. To maintain key communication with all resources during the periods they are available to respond and also whilst they are deployed on incidents. To utilise the Computer Aided Dispatch (CAD) system in line with Trust Policies and Procedures, ensuring that resources are deployed to incidents where they can provide the most beneficial patient care/outcome



## Core Responsibilities

### Communication and Relationship Responsibilities

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- Prompt dispatch of all appropriate and available Resources, in line with ARP (Ambulance Response Program) guidance, taking into account relevant Trust policies and Standard Operating Procedures (SOP) when decision making
- To be fully conversant with the Computer Aided Dispatch (CAD) system and use the system effectively and efficiently to dispatch the most appropriate resource to incidents. These incidents are often highly complex, with sensitive information being received regarding the patient's condition
- At crews request liaise with emergency departments ensuring accurate and time critical information is passed during resus calls
- Achieve daily key performance indicators (KPIs) and standards, by utilising the available resources assigned to your designated area of cover
- Work with colleagues within the EOC environment, by highlighting any details that present on CAD which do not sit within the normal parameters of that code
- Escalate details that may involve potential trauma and untoward incidents to MTCTC desk
- Have a good understanding of the operational functionality and capability to enable greater productivity through partnership collaboration
- Use excellent communication skills when liaising with internal and external stakeholders, ensuring a professional approach at all times
- Show care, compassion and consideration to colleagues dealing with highly distressing and emotional circumstances.
- Inform operational resources of procedures and guidelines to manage incidents when appropriate
- Work in a highly stressful, extremely demanding and ever-changing environment that occasionally exposes the dispatcher to highly distressing and emotional circumstances
- Liaise with colleagues and communicate effectively whilst showing care, compassion and consideration to colleagues
- Be able to support resources with accessing hard to find locations by correct use of the mapping systems available
- Use correct clear and precise radio procedure whilst speaking to crews passing highly sensitive information over the airways, ensuring all information received from crews is recorded correctly within CAD

### Analytical and Judgemental Responsibilities

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- Ensure all relevant information is analysed and captured within CAD, and that the information is precise, accurate and completed in line with the Trust's policies and procedures, whilst showing care, compassion and understanding



- Analyse the information received, using accurate decision making and judgment skills for ensuring the most effective service for the patient
- Use initiative and experience to make independent decisions on incidents that occur
- Have an understanding of medical terminology, as some information can be highly sensitive and complex
- Be fully knowledgeable of the procedures to follow in the event of a system failure either planned or unplanned. In the event of a system failure effectively maintain Emergency responses by drawing on knowledge of the geographical area of Yorkshire, whilst updating vehicles status and information manually using relevant contingency plans

### **Planning and Organisational Responsibilities**

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- Excellent planning and organisational skills to be able to plan work where there is a constant need to allocate and then reallocate to meet organisational requirements. Ensuring all the relevant information and actions that occur are logged correctly in line with protocol
- Be compliant with Status Plan Management requirements when resourcing availability allows
- Monitor resource availability in line with trust policies ensuring the optimum availability of resources
- Be able competent with the IT equipment required for the dispatcher role, and be able to identify and escalate when issues occur with said equipment
- Be fully knowledgeable of the procedures to follow if there is a system failure or system take down
- Monitor hospital turn round times and where necessary escalate delays to Operational Management team
- Possess knowledge of bordering services and the cross border policy
- Dispatchers will task resources to respond to incidents, even when doing so falls outside EOC Guidance/Procedures, when the Dispatcher feels that by not doing so could have a detrimental impact of a patient, based upon the information presented

### **Policy and Service Development Responsibilities**

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- Work within Trust processes and policies, utilising own initiative and experience to make decisions
- Ensure that operational resources assigned to your designated area of responsibility are supported and controlled efficiently in line with Trust policies and procedures
- Follow SOPs and policy to ensure any information received relating to Crew Safety is at the forefront of any decision made. Ensuring any decisions that are made are then accurately recorded
- Feedback on SOP and progress changes to working practices
- Work to agreed YAS policies and processes when dealing with incidents which come under the categories of, HART, CBRN, HAZMAT
- Effectively manage operational meal breaks within policy to ensure prompt meal breaks are adhered to
- Correctly apply the end of shift policy



- Support with service development by proposing changes to assist and improve service delivery

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#### **Financial, Physical and Information Resource Responsibilities**

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- Work for long periods in a sitting position
- Data entry onto CAD
- Working with high concentration/pressure
- The role requires working in a highly stressful demanding and ever changing environment, which exposes the individual to highly emotional and distressing circumstances.
- Work with a level of emotional resilience
- Whilst under pressure be able to use good judgement and utilisation of SOPs in order to make decisions

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#### **Research and Audit Responsibilities**

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- Work to the organisational requirements in regards to Datix and Safeguarding referrals, inclusive of capturing any appropriate information on CAD which will assist with investigations or complaints
- Ensure that clear concise and justifiable information is added to CAD including the out of performance log, explaining reasoning behind decisions made and any resulting delays

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#### **Leadership, Management, Training and Supervision Responsibilities**

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- Ensure that all relevant training is completed at the earliest opportunity, ensuring you are fully conversant of changes in working practice that directly impact on your day to day duties
- Support with service developments and initiatives by being fully involved and engage in trials of both role and organisational changes
- Use appropriate dispatch training and skillset to cover additional dispatch bays within EOC as and when required
- Assist the organisation by allowing YAS colleagues and appropriately authorised visitors to observe the dispatcher functionality

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#### **Corporate Responsibilities**

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- It is the responsibility of each member of staff to ensure that they maintain the confidentiality and security of all information in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott.
- Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.
- Staff must be aware of and adhere to the provisions of the Health and Safety at Work Act and to ensure their own safety and the safety of colleagues and patients.
- Mandatory training requirements that are relevant to the post must be decided during Personal Development Review and a training plan developed.



- Staff should be aware of their individual responsibilities under the Equal Opportunities Policy and ensure that they adhere to the provisions of the policy.
- Individuals are also required to comply with the policies, procedures and protocols in place within the Trust.
- This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change in the light of developing organisational and service needs and wherever possible change will follow consultation with the post holder.

### **Safeguarding Children**

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- To recognise and report to the appropriate authorities any concerns regarding Child Protection issues to include possible child abuse.
- Under section 11 of the Children Act 2004 all NHS staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children (Working Together to Safeguard Children 2015).  
<http://www.workingtogetheronline.co.uk/index.html>

### **Safeguarding Adults**

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- To recognise and report to the appropriate authorities any concerns regarding Vulnerable Adult issues to include social care and mental health.
- All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily practice.

#### **For Administrative Purposes only:**

Prepared/Reviewed by: Martin Shaw

Approval Date: 22 September 2021

Review Date: 22 September 2023



### Person Specification

Factors	Description	Essential/ Desirable	Assessment Method
<b>Skills / Competencies</b>	<ul style="list-style-type: none"> <li>• Excellent communicator</li> <li>• Competent in Microsoft Office applications including Word, PowerPoint and Excel</li> <li>• Ability to deal with an unpredictable workload ensuring key priorities and deadlines are met through effective time management</li> <li>• Demonstrates integrity, understanding and maintenance of confidentiality and handling sensitive issues</li> <li>• Excellent written and oral communication skills</li> <li>• Work in a Methodical way</li> <li>• Problem solving skills</li> <li>• Strong Decision making skills</li> <li>• The ability to communicate with all levels of personnel both internally and externally</li> <li>• An enhanced customer/patient focused attitude, due to the group of individuals the role brings the post holder into contact with</li> <li>• Experience and understanding of the EOC Service Delivery requirements</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>	App/Interview
<b>Qualifications / Knowledge.</b>	<ul style="list-style-type: none"> <li>• HNC, Vocational qualifications level 4 or foundation degree, HND or able to demonstrate the equivalent level of knowledge and experience (see Experience and Work Achievements)</li> <li>• Evidence of Continuing Professional Development (CPD)</li> <li>• Knowledge and understanding of equality and diversity issues</li> <li>• Dispatcher Trained</li> <li>• Diploma of Advanced Emergency Medical Dispatch (AMPDS)</li> <li>• Mentor Qualification</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>	App/Interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• A minimum of 3 years' experience working within a busy call centre environment or complex operational area</li> <li>• Understanding of performance standards and patient care</li> <li>• Experience of working with a Computerised Aided Dispatch (CAD) System, or similar based technical system</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Desirable</p>	App/Interview



	<ul style="list-style-type: none"> <li>Experience of working in a logistics environment, where the coordination of resources was a primary function</li> </ul>		
<b>Values and Behaviours</b>	<p>One Team Best Care</p> <p>Our purpose is: To save lives and ensure everyone in our communities receives the right care, whenever and wherever they need it with our core values embedded in all we do</p> <p>One Team Innovation Resilience Empowerment Integrity Compassion</p>		
<b>Personal/Other</b>	<ul style="list-style-type: none"> <li>Excellent interpersonal skills, demonstrates sensitivity and empathy to the needs of individuals and groups, able to develop effective working relationships and demonstrate professional credibility with colleagues</li> <li>Self-motivated – able to work on own initiative and as part of a team</li> <li>Ability to understand the difference between a volunteer and paid employee, taking into consideration the reasons why volunteers undertake the work they do</li> <li>Accuracy, attention to detail, observant and discreet</li> <li>Prioritising work and excellent organisational skills</li> <li>Calmness, tact and diplomacy</li> <li>Trustworthy, reliable and conscientious</li> <li>Ability to manage in demanding situations and make sound decisions</li> <li>Ability to develop effective working relationships, and demonstrate professional credibility with colleagues at all levels</li> <li>Excellent time management</li> <li>Ability to travel to satellite locations in a timely manner</li> <li>Must be able to pass medical assessment as determined by the Trust's Occupational Health Department</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	Interview



## Job Risk Profile

This role involves:	Details of Risk Level					Examples
	Yes	No	Rare	Occasional	Frequent	
Lifting Weights / objects between 6 – 15 kilos		X				
Lifting weights / objects above 15 kilos		X				
Using equipment to lift, push or pull patients / objects		X				
Lifting heavy containers or equipment		X				
Running in an emergency		X				
Driving alone / with passengers / with goods		X				
Invasive surgical procedures		X				
Working at height		X				
Concentration to assess patients / analyse information	X				X	Analyse patient information on Cad to ascertain the correct response needed for best patient care
Response to emergency situations – (within an emergency operations centre)	X				X	Deal with emergency calls on a daily basis
To change plans and appointments / meetings depending on the needs of the role		X				





This role involves:	Details of Risk Level					Examples
	Yes	No	Rare	Occasional	Frequent	
Clinical Interventions		X				
Informing patients / family / carers / stakeholders of unwelcome news		X				
Caring for terminally ill patients		X				
Dealing with difficult family situations	X		X			Ringling caller back to gain access details – can be asked questions around where the ambulance is
Caring for / working with patients with severely challenging behaviour		X				
Typing up of minutes / case conferences		X				
Clinical / hands on patient / client care		X				
Contacts with blood / bodily fluids		X				
Exposure to verbal aggression	X		X			When ringling callers back for further information, some callers can become aggressive on the phone
Exposure to physical aggression		X				
Exposure to unpleasant working conditions dust / dirt / fleas		X				
Exposure to harmful chemicals / radiation		X				
Attending the scene of an emergency		X				
Food preparation and handling		X				



This role involves:	Details of Risk Level					Examples
	Yes	No	Rare	Occasional	Frequent	
Working on a computer for majority of work	X				X	Use CAD & Pilot to complete all daily duties
Use of road transport		X				