



EMERGENCY OPERATIONS CENTRE

JOB DESCRIPTION - EMERGENCY MEDICAL DISPATCHER

Title: Emergency Medical Dispatcher

Band: Agenda for Change Band 3

Location: Emergency Operations Centre

Reports to: EMD Supervisor

Accountable to: Duty Manager

Job Purpose:

To obtain and input accurate information from callers in order to define an incident category, providing a platform for North West Ambulance Service NHS Trust to prioritise its response to incidents. Deliver advice and guidance to callers regarding medical/trauma conditions and scene safety until a response arrives; utilising all communications systems for activities dealt with by the Emergency Operations Centre.

Key Duties and Responsibilities

1. Achieve Emergency Medical Dispatch status within eight weeks of commencement of employment
2. Receive incoming emergency, urgent and non-urgent calls simultaneously operating the telephony, computer aided dispatch and prioritisation systems
3. Remain updated with back up contingency plans and procedures to accommodate any system failures. Put these procedures into action whenever required

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4. Accurately and promptly analyse information provided by the caller to allow appropriate resources to be prioritised and allocated at the earliest possible opportunity
5. Based on the caller information ascertained promptly inform the EOC Dispatcher of any changes in situation or category that may effect the initial response or crew scene safety
6. Use effective telephone techniques to deal with emotive incidents from all types of caller, including distressed/angry callers, in a professional, quick and efficient manner
7. Provide telephone advice and guidance to callers regarding medical and trauma conditions as well as scene safety, using the Medical Priority Dispatch System.
8. Negotiate responses (including timescales and resource requirements) with other health care professionals (GPs, hospitals, nursing homes), enhancing partnership working wherever possible
9. Negotiate responses with other ambulance services and other emergency services and agencies (including timescales, resource requirements and rendezvous points) following trust policies and procedures
10. Using own judgement alert the Lead EMD/Supervisor on a variety of issues to include:-
 - Incidents that have potential to become large scale including all Chemical Biological Radio-active Nuclear (CBRN) incidents and airport incidents
 - Matters relating to the effective and efficient running of the service
 - Possible complaints
 - Misuse of the service
 - Concerns regarding equipment efficiency
11. Assist in the compilation of records and statistics for trust use and pass on pertinent information to relevant managers and departments
12. Use the appropriate trust reporting mechanisms for any adverse incidents
13. Take an appropriate role, as directed, within the service's Major Incident Procedure
14. Share best practice with colleagues

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15. Make suggestions for improvements and developments to systems and processes to the appropriate managers
16. Maintain own Continuing Professional Development portfolio
17. Be aware of and apply principles of patient confidentiality, all current data protection legislation and vulnerable persons procedures (child and adult) within all aspects of work
18. Maintain knowledge of own responsibilities in relation to health and safety
19. Prepare for and partake in an annual Personal Development Review to identify own development needs and career progression plans
20. Adhere to the Emergency Medical Dispatch Code of Ethics
21. Attend all mandatory training required to maintain Emergency Medical Dispatch registration
22. Ensure that own actions support equality and diversity and maintain an understanding of Trust policy in relation to equal opportunities

Performance Standards applicable to the EMD role include:

- NWAS EMD Key Performance Indicators, monitored and issued monthly by line manager
- Accredited Centre of Excellence (ACE) call standards, monitored at 3% for the EOC and 1-1 feedback delivered by line manager
- Emergency Medical Dispatch certification and bi-annual re-certification exams, 80% pass mark
- Progress to Dispatcher level through regulated training and provide cover at that level when required by line manager

Note: Due to the flexible nature of the role of Emergency Medical Dispatcher, 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.

Should further training and development be undertaken for EOC Dispatch duties, the role will primarily remain as an EMD until such time that a vacancy becomes available for EOC Dispatch and applications are accepted. Upon successful completion of EOC Dispatch training post-holders may be asked to utilise dispatch skills during any tour of duty as requested by the line manager.

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PERSON SPECIFICATION - EMERGENCY MEDICAL DISPATCHER

	Criteria	Essential/ Desirable
Skills and Abilities	<ul style="list-style-type: none"> • Excellent keyboard and computer skills – minimum speed of 30 words per minute – applicants will be tested • Professional telephone manner – demonstrated in application, interview and reference • Excellent listening skills – applicants will be tested • Basic literacy skills – applicants will be tested 	E E E E
Qualifications/ Attainments	<ul style="list-style-type: none"> • Educated to GCSE standard or above, or equivalent vocational qualification (Certificates will need to be presented at Interview) • Emergency Medical Dispatch registered (* full training provided) • Basic Life Support certificate (* full training provided) • NVQ Level 3 Call Handling 	E E* E* D
Knowledge/ Experience	<ul style="list-style-type: none"> • Experience of working in a call centre or customer focused environment –demonstrated in application • Experience of using computers – demonstrated in application & tested 	D E
Personal	<ul style="list-style-type: none"> • Ability to work effectively in a pressurised environment – demonstrated in application, interview and reference • Ability to follow protocols – demonstrated in application, interview and reference • Excellent communication skills – demonstrated in application, interview and reference • Maintain confidentiality – demonstrated in application, interview and reference 	E E E E
General	<ul style="list-style-type: none"> • Flexible approach to work due to the unsocial hours that the post requires – demonstrated at interview • Ability to undertake responsibility for own personal development 	E E

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* These attainments will be achieved through in house training and will be essential requirements of the role.

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