

SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST

JOB DESCRIPTION

JOB TITLE: Emergency Dispatcher

DEPARTMENT: EOC

REPORTING TO: EOC Shift officer

AFC PAY BAND & ENHANCEMENTS: Band 4 + Unsocial Hours Allowance in line with Section 2 Agenda for Change Terms and Conditions.

LINE MANAGER TO: N/A

CRB DISCLOSURE LEVEL: Enhanced

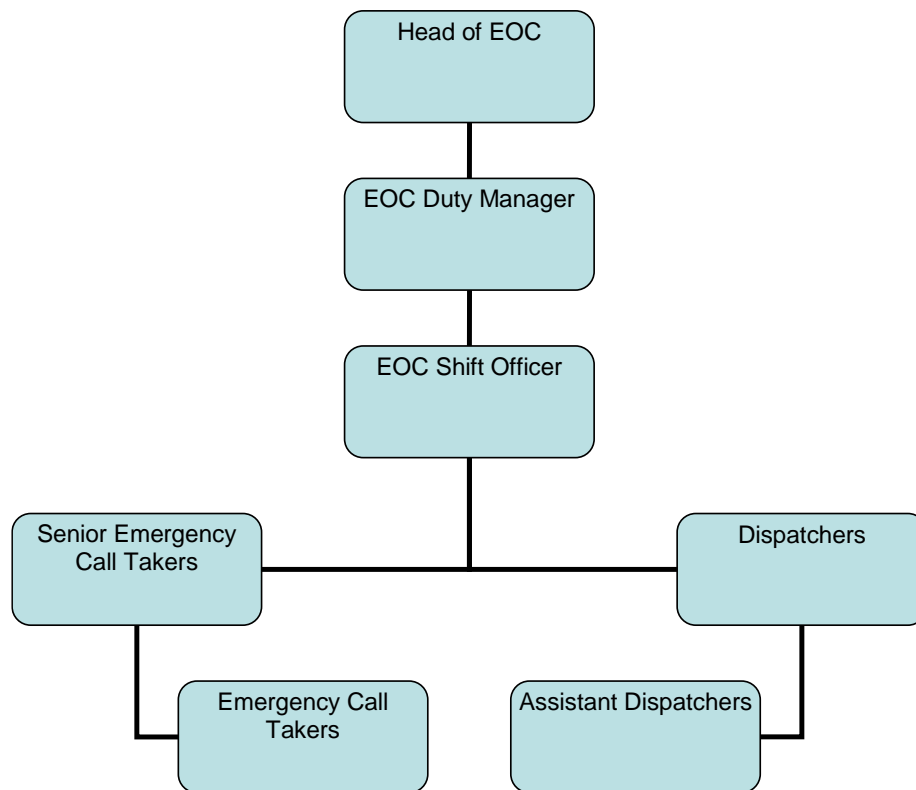
WORK PATTERN: Rotating shift patterns to cover 365 days 24/7

AGE RELATED DRIVING RESTRICTION: N/A

KEY WORKING RELATIONSHIPS (INTERNAL/EXTERNAL):

Dispatch Assistants
Senior Emergency Call Takers
Emergency Call Takers
Patients
EOC Duty Manager
SCAS Operational Staff
SCAS Audit and Assurance Teams
Other Operational Providers including Voluntary Services
SCAS Non Emergency Patient Services
Out of Hours Services
NHS Direct
Police/Fire and Rescue/Coastguard/Tri Services/other legal contact
GPs and other Health Care Professionals
Other members of SCAS staff including Fleet

ORGANISATIONAL CHART:



OVERALL PURPOSE/ROLE SUMMARY:

To ensure the effective deployment and efficient management of emergency/urgent and other resources within the Trust's priority dispatching procedures, meeting agreed Key Performance Indicators (KPIs) under the guidance and direction of senior EOC staff.

MAIN DUTIES AND RESPONSIBILITIES:

1. To effectively prioritise Emergency/Urgent requests for ambulance attendance within the Trust's priority dispatching procedures, ensuring requests for ambulance response are taken correctly and processed in accordance with Trust procedures and the emergency medical dispatch system.
2. To promptly communicate with operational ambulance staff via radio, telephone and MDT, as applicable, to pre-position them in accordance with deployment plans and current work load.

3. To assign and mobilise crews to emergency, urgent and routine incidents and response posts, maintaining the most appropriate and quickest level of response to any incident.
4. To co-ordinate all resources within a designated dispatch sector/area to ensure compliance to the Trust's status plan.
5. To utilise Computer Aided Dispatch, fax, radio, telephone systems and other communications equipment in accordance with Trust protocols and procedures.
6. To effectively manage and facilitate the allocation of meal breaks to operational front-line staff in accordance with Trust policy.
7. To be responsible for complying with the Trust's lone worker policy regarding staff welfare when dispatching solo resources.
8. To assist in data collection and adherence to standards of performance within a designated dispatch sector.
9. To liaise and effectively negotiate with operational ambulance staff, other emergency services, other Health Service professionals and members of the public in a polite, helpful and ethical manner.
10. To provide mentoring, guidance and support to new or less experienced members of EOC staff and to assist in training and development on a one to one basis.
11. To effectively supervise Dispatch Assistants in dispatching and communications in accordance with Trust procedural guidelines, delegating tasks in a supportive manner.
12. To manage work effectively and within the team environment, reporting any untoward, adverse or unusual incidents to the EOC Shift Officer (Dispatch) promptly.
13. To maintain patient and Trust confidentiality in line with the data protection act and the Trust's policies and procedures.
14. To obtain and maintain the professionally recognised Advanced Medical Priority Dispatch System (AMPDS) certificate and undertake any ongoing training or formal assessment required to meet the standards required to be an Emergency Dispatcher
15. To ensure that radio, IT and telephony procedures are adhered to and that faults are reported promptly to the EOC Dispatch Shift Officer.
16. To assist in all aspects of processing, distributing work and liaising with hospitals, Non Emergency Patient Transport Services, Out of Hours services, as applicable.
17. To receive, document and accurately process requests for information e.g. data protection requests, media requests, provision of information to hospitals.

18. To provide effective handover to Dispatch teams at the start and finish of each shift.
19. To deputise as required, for the EOC Shift Officer to provide cover during sickness and meal breaks.
20. To carry out the duties set out in the Emergency Call Taker's job description as and when required.
21. To participate in the Trust's annual appraisal process, to attend any courses or training that the Trust considers necessary for the role and to maintain a Continuous Professional Development portfolio.
22. To keep up to date with Trust policies and procedures.
23. To effectively manage the deployment of indirect resources in accordance with Trust guidelines.
24. To maintain accurate written and electronic records in accordance with trust policy.
25. To effectively work within Divisional/Trust Fallback Procedures in line with Trust policies.
26. To undertake duties on the Emergency Control Vehicle when required which may include attending major incidents/emergencies or other incidents.

GENERAL INFORMATION:

Changes to this job description:

This is an outline of the job description and may be subject to change according to service needs and developments, which will take place in consultation with the post holder as appropriate.

SCAS Core Values: Teamwork, Innovation, Professionalism, Caring.

Smoking:

South Central Ambulance Service operates a 'No Smoking' policy.

Equality and Diversity:

South Central Ambulance Service is committed to the fair treatment of all people, regardless of their gender, race, colour, ethnicity, ethnic or national origin, citizenship, religion, disability, mental health needs, age, domestic circumstances, social class, sexuality, beliefs, political allegiance or trades union membership.

Health and Safety:

It is the general duty of every employee to take reasonable care for the Health and Safety of themselves and others including the use of necessary safety devices and protective clothing and co-operation with the Trust in meeting its

responsibilities under the Health and Safety at Work legislation. The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.

It is the Trust's responsibility to ensure that staff are able to work in a safe and conducive working environment and that responsibilities regarding Health and Safety and staff welfare legislation and best practice are fulfilled throughout their area of responsibility, this will also include undertaking Risk Assessments as and when required.

Infection Control

Infection Prevention and Control: South Central Ambulance Service is committed to reducing the risk of healthcare associated infections. All employees involved directly or indirectly in the provision of healthcare have a duty to cooperate with the Trust's Infection Prevention and Control associated Policies and Procedures to reduce the risk of healthcare associated infections for patient's staff and the public. You will be expected to cooperate with colleagues, contractors and other healthcare providers also involved in patient care directly or indirectly so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding Children and Vulnerable Adults

Safeguarding Children and Vulnerable Adults: In accordance with Section 11 of the Children Act (2004) and Department of Health guidance 'No secrets' (2000). South Central Ambulance Service is committed to safeguarding and promoting the welfare of Children, Young People and Adults. All staff working with these groups are expected to share a commitment to this. You will be expected to promptly report any concerns relating to the safeguarding of children, young people and / or adults in accordance with agreed policy and procedures. If your own conduct in relation to the safeguarding of children, young people or adults gives cause for concern the Trust's agreed Public Protection Procedures will be followed, alongside implementation of the Disciplinary Procedure where appropriate.

Confidentiality:

The post holder must ensure that personal information for patients, members of staff and all other individuals is kept secure and confidential at all times in compliance with the Data Protection Legislation.

Development:

The post holder will be required to participate in relevant development activities and development reviews.

The job description is not exhaustive and is subject to review in the light of the changing needs of the organisation. Any review of this job description will be undertaken in consultation with the post holder

Name of post holder (please use capitals)

Signature of post holder Date
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