

# Emergency Medical Dispatch Support Officer (EMDSO)



## Information Session 2021



Government  
of South Australia  
SA Health



SA  
Ambulance  
Service

# Acknowledgement



- We acknowledge the Traditional Owners of Country throughout South Australia and recognise their continuing connection to land, their spirituality, history and culture. We pay our respects to Elders past, present and emerging.
- We also acknowledge the Kurna people as the traditional custodians of the Adelaide region and that their cultural and heritage beliefs are still as important to the living Kurna people today.



# Covered in this session



- Overview of the Emergency Medical Dispatch Officer (EMDSO) role within SA Ambulance Service (SAAS)
- The people best suited to the role
- The application and selection process steps explained
- Pre-employment checks
- Induction and training
- A day in the life of an EMDSO





# SAAS Values

<b>P</b>	<b>Patient First</b>	We will put our patients and the care we provide to them first in everything we do
<b>A</b>	<b>Accountability and responsibility</b>	We will be accountable and responsible for our actions and those of others
<b>T</b>	<b>Transparent and open communication</b>	We will communicate openly and transparently with each other and all our stakeholders
<b>I</b>	<b>Integrity and honesty</b>	We will at all times act with integrity and be honest
<b>E</b>	<b>Empowered leadership</b>	We will empower our leaders to deliver high quality services
<b>N</b>	<b>No harm</b>	We will continue to enhance our no harm learning culture where we learn from our mistakes
<b>T</b>	<b>Team work</b>	We will work as a team across SAAS, SA Health and with our partners
<b>F</b>	<b>Flexible and responsive</b>	We will be flexible and responsive to the needs of our patients, staff and stakeholders
<b>I</b>	<b>Innovative and research driven</b>	We will be innovative using research and best practice to drive the services we provide
<b>R</b>	<b>Respect and courtesy</b>	We will act with respect and courtesy towards our patients, each other and all those we work with
<b>S</b>	<b>Safe and high quality</b>	We will offer safe and high quality services to all our patients
<b>T</b>	<b>Trust and confidence</b>	We will act in ways that builds and maintains trust and confidence in our service and in each other





Government  
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Department of Health



SA Ambulance Service

**EMERGENCY OPERATIONS CENTRE**

# Emergency Operations Centre (EOC)



- Responds to and coordinates resources across 984,377 Km<sup>2</sup>
- 1 Central Emergency Operations Centre
- 245,329 Emergency calls received (2019/20)
- 76,951 Non-emergency calls received (2019/20)
- Offers first aid advice prior to Ambulance arrival



# Overview of the EMDSO role:



- 153 Full Time Employees
- 5 Teams to cover the roster including annual leave
- Variety of positions on the team EMDSO, EMDSO TL, Metro EMD, PTS EMD, Region EMD, EMD TL, HNC
- All staff start as an EMDSO before being able to apply for other positions within the EOC



# Overview of the EMDSO role:



- You are the first point of contact for SA Ambulance for 000 calls across SA
- Be empathetic and assist vulnerable people during their time of need
- Assess a patient's medical situation over the phone using a specific computer based triage system
- Give step by step first aid instructions so management of the patient can begin immediately





# Overview of the EMDSO role:



- Provide reassurance and use assertive communication and problem solving skills to help guide and determine the most appropriate pathway for the patient
- Receive calls via our non-emergency line from hospitals and care giving facilities to organise non-urgent transport for patients



# Overview of the EMDSO role:



- Use a complex computer system with multiple screens for the duration of a 12 hour shift, with scheduled breaks
- Type quickly and accurately to record information whilst actively listening and supporting the caller
- Work in a highly supervised, structured and scripted environment



# Overview of the EMDSO role:



- Take emergency calls one after the other, understanding you may not ever know the outcome of the patient
- Deal with serious trauma and will need to consider your own emotional wellbeing
- Multitask and remain calm in a high pressure environment
- Work within a rotating roster of 12 hour shifts, day or night, which will involve weekends and public holidays, meaning family/social events may be missed



# EMDSO's Communicate With:



- General Public - requesting attendance or advice
- Hospitals & Residential Care Facilities – Emergencies or requiring patient transportation or end of life advice and support
- Emergency Service Organisations SAPol, MFS, CFS, SES etc
- Call Direct – SA Ambulance emergency medical alarm monitoring service
- Liaise with colleagues or other Emergency Service Organisations (ESO) on shift
- SAAS Staff
- Mental Health Clinicians



# We are looking for:



- People who are adaptable to change and ready for anything yet can work in a highly supervised, structured and scripted environment
- People who are resilient and able to work in a high pressure environment
- People who have high emotional intelligence and can handle dealing with trauma and stress on a regular basis
- People who are able to work a 12 hour rotating roster
- People who possess high levels of accuracy and attention to detail with the ability to multi-task
- People who possess well developed communication and interpersonal skills
- People who are prepared for a challenging but rewarding career



# Current recruitment process:



- Driven by EMDSO Leadership Team in conjunction with SAAS Recruitment team
- Supported by the Ambulance Employees Association
- Advertised on:
  - SA Health Careers Page [sahealthcareers.com.au](https://sahealthcareers.com.au)
  - I WORK FOR SA [iworkfor.sa.gov.au](https://iworkfor.sa.gov.au)
- Applications will be accepted until 16 March 2022
- If successful, applicants are placed in a candidate pool

# Steps in Recruitment Process:



1. Online Application



2. Eligibility Checks & Initial Shortlisting



3. Online Technical Assessment

4. Psychometric Assessment



5. Telephone Screening



6. Referee Checks

7. Selection Panel interview



8. Pre-Employment Screening & Medical Assessment



9. Selection Outcome



# Step 1a – Online Application



## Online Application (a)

- PageUp is SA Health Recruitment system
- Establish a username and password to access
- All correspondence to you will be sent via your PageUp account, ensure your email address is correct and you check your emails regularly
- Complete a range of mandatory questions/declarations
- Information will remain confidential but must be completed to enable your application to be considered further
- All instructions on applying found in the Job Pack





# Step 1b – Online Application



## Online Application (b)

- Follow specific instructions
- 2 page cover letter which addresses the criteria
- Most recent resume
- Check with your nominated referees. They must be current and supervisory
- National Police Certificate (NPC)
- Working with Children Check (formerly DHS/DCSI)
- Evidence of HLTAID003 Provide First Aid (if available, not a requirement when applying - must be completed prior to commencement)



# Step 2 – Eligibility Checks & Initial Shortlisting



## Eligibility Checks/ Initial Shortlisting

- An initial review of your application undertaken
- We will consider your CV/Resume and Cover letter
- This information will determine if you progress to the next stage of the process
- You will be advised via email if shortlisted unsuccessful



# Step 3 – Online Technical Assessment



## Online Technical Assessment

- You will be emailed a link to an online assessment with relevant instructions
- The test uses a range of practical skills and abilities necessary for success on the job
- This is confidential and you should not discuss the contents of the assessment with others
- This information is used as part of the selection process
- **Essential that you complete these assessments independently and alone**



# Step 4 – Psychometric Assessment



## Psychometric Assessment

- Invitation to online psychometric assessment will be sent via email
- Designed to assess psychological factors relevant to the role
- Assessment of personality and individual differences
- This information is used as part of the selection process
- Personality based questionnaire



# Step 5 – Telephone Screening



## Telephone Screening

- You will receive an email advising you of telephone screening commencing
- Telephone screening questions are related directly to the essential criteria of the role
- Important to review the Role Description
- Your progress will be based on your responses
- An email will be sent requesting a call back within 24 hours
- Only one call will be made – you are responsible for calling back within 24 hours if you miss the call
- Check your telephone details are correct on your application – this number will be used



# Step 6 – Referee Checks



## Referee Checks

- Requirement of 3 referees
- Must be professional references
- Essential that you contact your referees and seek their agreement
- May be contacted at any time during the selection process
- Ensure email details are correct, this may impact on your progression



# Step 7 – Panel interview



## Selection Panel interview

- Offers to attend an interview will be emailed to you with instructions and a time to select
- Respond quickly to select an interview time that suits you
- Please check the location before booking in and/or attending
- Panel of five - people with expertise and diversity relevant to the role
- Looking for evidence of how you meet the essential minimum requirements and how you demonstrate the desirable characteristics



# Step 8 – Pre-Employment Screening & Medical Assessment



## Pre - Employment Screening & Medical Assessment

- Not only about your skills and experience, but your suitability/ethical obligations as a Public Sector employee
- Valid Child-Related Employment Screening DHS or new Working with Children Check (WWCC)
- National Police Certificate (NPC)
- HLTAID003 Provide First Aid is an essential requirement at this point





# Selection process completion



## Selection Outcome

- Panel Report is written recommending all suitable candidates & forwarded to the delegate for approval
- Recruitment Team will make initial contact with you to confirm your recommendation and placement onto the pool
- Once you're notified you're on the pool you may be contacted at any time to be offered a position
- Offers of either casual, temporary, part time or fulltime all require you to undertake the **8 week fulltime induction** training



# HLT31015 - Certificate III Ambulance Communications (Call Taking)



- On commencement candidates are required to complete a **full time** 8 week intensive training (Monday to Friday)
- This includes a 2 week mentoring program which will include 8hr shifts between 7am and 10pm

**Structure:** total of 446 hours

- During paid work time
- Learning activities including reading relevant study guides and associated SAAS and SA Health policies and procedures and completing written assessments are provided
- Face-to-face training and assessment
- On the job training and completion of assessments



# HLT31015 - Certificate III Ambulance Communications (Call Taking)



Assessment Period	Activity
Weeks 1 – 8	Classroom Work / Training (full-time) Including mentoring taking live calls
Weeks 9 – 22	On shift with workbooks & journals to complete with support from Supervisor
Week 22	Issued with SAAS Authority to Practice
Weeks 22-25	Complete required assessments

**Outcome:** HLT31015 - Certificate III Ambulance Communications (Call Taking) - a nationally accredited course

# A day in the life of an EMDSO



- Taking multiple calls with little time to prepare for what the call is other than how you are going to answer the phone
- 12 hours of different emotions
- Arriving to work in the dark and leaving work in the dark (day or night)
- Missing social events and working public holidays, but you can go shopping when everyone else is working
- Be prepared for anything. There was no warning for the state wide blackout, fires, shark bites, car accidents, babies being born
- Forging a strong bond with your team, you will spend just as much time with them as your friends and family

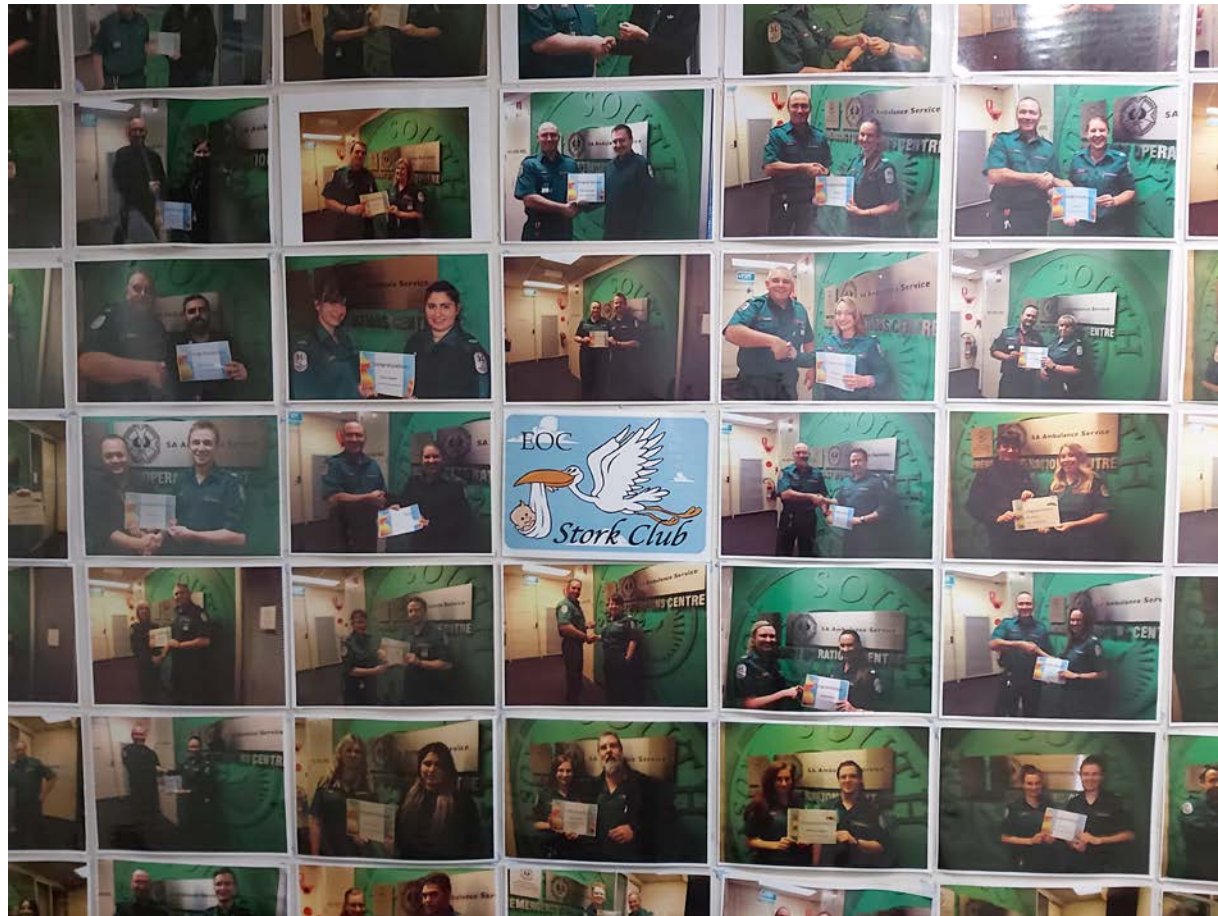


# Common Misconceptions / Myth Busting



- **Everyone is screaming and hysterical?** Many calls are not; often people can be completely calm when facing extremely difficult situations. Don't be emotionally fooled by the caller's presentation.
- **Everyone knows where they are?** SA is a big state. Do you know the names of every street you drove on to get here today?
- **Every event is traumatic and stressful?** Many calls are not for 000 however can still be difficult. Customer service skills are essential to deal with any caller who is having a bad day and taking it out on you.
- **Training will provide all the answers?** Training will give you the skills to take a call and process the event and will continue to support you however there are always events that are new and different. In this job be prepared for anything and you will continue learning once you leave the classroom.
- **Holidays?** These are built into your roster as to when you have days off or blocks of leave. Once you join a team you work and take leave together.





# Tips from Us:



- ✓ Read the FAQ's first, check you are eligible and ready, ask yourself these questions:
  - Can I use a complex computer system with multiple screens for the duration of a 12 hour shift, with scheduled breaks?
  - Can I type quickly and accurately whilst actively listening to information from the caller?
  - Can I work in a highly supervised/monitored, structured and scripted environment?
  - Could I take emergency calls one after the other, understanding I will not be able to find out the outcome of the patient?
  - Can I multitask and remain calm in a high pressure environment?
  - Can I work within a rotating roster of 12 hour shifts, day or night, which can involve weekends and public holidays, understanding I may have to miss family/social events?
  - Have I discussed these conditions with friends, family or someone who does or has worked shift work?
  
- ✓ Please read the FAQ's first before contacting us - we start reviewing applications immediately so it may take some time to get back to you with answers - often we will just refer you back to the FAQ's



# Thank you



## i can

...make a positive  
contribution to  
Aboriginal health

Please direct your enquiries in the first instance to the SAAS Recruitment Inbox at:

[Health.SAASRecruitment@sa.gov.au](mailto:Health.SAASRecruitment@sa.gov.au) or apply at  
[sahealthcareers.com.au](http://sahealthcareers.com.au)



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