



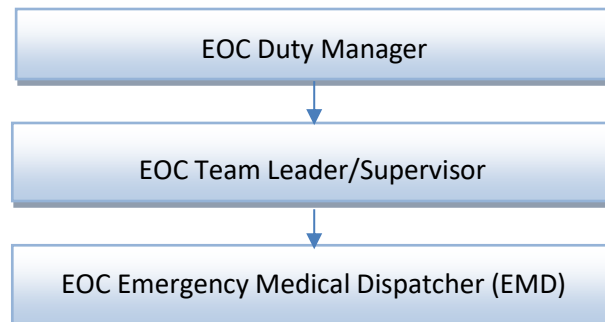
Job Description

Job Title: Emergency Operations Centre (EOC) Emergency Medical Dispatcher (EMD)
Reference No: YAS165
Department: A&E Operations – EOC
Base: EOC – Wakefield or York
Band: 3

Organisational Relationships:

Responsible to: EOC Duty Manager
Accountable to: EOC Team Leader/Supervisor
Responsible for: No direct supervisory responsibility but could be required to advise trainees and temporary agency staff

Organisational Chart



Organisational Values

You will share a commitment to our values:

Compassion
One Team
Integrity
Innovation
Empowerment
Resilience

Job Role Summary

As an Emergency Medical Dispatcher (EMD) within the Emergency Operations Centre (EOC) you will be the first point of contact for patients, patient's relatives, healthcare professionals or any individual accessing either the 999 or urgent care service that is provided by the Trust.

You will contribute to the overall service delivery model within EOC by utilising a combination of the Computer Aided Dispatch (CAD) and Advanced Medical Priority Dispatch System (AMPDS) you will be capturing accurate information to ensure the most appropriate protocol is selected for both emergency & non-emergency ambulance requests, whilst providing a high standard of service and support, to individuals accessing the service.



Core Responsibilities

Communication and Relationship Responsibilities

- Effectively handle all appropriate types of calls received into the EOC in polite and professional manner
- To achieve daily individual key performance indicators (KPIs) and standards, by ensuring you are available to take incoming calls for the majority of your shift
- Be fully adverse with AMPDS, ensuring that correct protocols are selected to ensure correct advice is given
- Deal with highly sensitive, complex or contentious information regarding patient's conditions. This involves dealing with emotional circumstances which can be of highly distressing nature.
- Ensure all relevant information is captured within CAD, and that the information is precise, accurate and completed in line with the Departments procedures and guidelines
- Use persuasive and negotiating skills when handling calls where the caller is abusive and uncooperative
- Use excellent communication skills when liaising with internal and external stakeholders, ensuring a professional approach at all times
- Work within YAS processes and policies, using initiative and experience to make independent decisions
- 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 protocol
- 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
- 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
- Be competent with the IT equipment required for the EMD 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 takedown



- Show care, compassion and consideration to colleagues dealing with highly distressing and emotional circumstances
- Follow protocols, procedures and refer to Team Leader/Supervisor on most calls. Use own initiative on occasional suicide patient calls as no set procedure on how to persuade these callers
- Be fully adverse with guidance on the Health Care Professional booking criteria within EOC

Analytical and Judgemental Responsibilities

- Utilise training and developed skills, to evaluate the information received from the caller, to make sound decisions to ensure the correct protocol/pathway is selected
- Awareness of potentially life threatening symptoms i.e. sepsis/meningitis, that have not been identified through AMPDS, so that appropriate escalation to Team Leader is made
- Analyses multi symptom patients using skill and judgement to determine correct priority

Planning and Organisational Responsibilities

- To support with service developments and initiatives by being fully involved and engage in trials of both role and organisational changes

Policy and Service Development Responsibilities

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

Financial, Physical and Information Resource Responsibilities

- No direct responsibilities

Research and Audit Responsibilities

- No direct responsibilities

Leadership, Management, Training and Supervision Responsibilities

- To assist the organisation by allowing YAS colleagues and appropriately authorised visitors to observe the EMD functionality



Corporate Responsibilities

- 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

- 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

- 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: Pauline Archibald

Approval Date: 9 September 2021

Review Date: 9 September 2023



Person Specification

Factors	Description	Essential/ Desirable	Assessment Method
Skills / Competencies	Effective Communicator (both verbal and written)	Essential	Application/ Interview
	Excellent telephone manner	Essential	
	Effective engagement and influencing skills	Essential	
	Effective Listening Skills	Essential	
	Customer service skills	Essential	
	IT literate	Essential	
	Ability to deal with confidential information	Essential	
	Able to work under pressure	Essential	
Qualifications / Knowledge.	Educated to GCSE level with 5 grades A to C, or NVQ level 3, one of which must be in English Language or able to demonstrate the equivalent level of experience	Essential	Application
	<p>Examples of relevant experience/knowledge are:</p> <ul style="list-style-type: none"> • Knowledge and experience of a range of administrative procedures • Experience of dealing with members of the public • Experience of working in call centre environment • Successful completion of a YAS Apprenticeship programme e.g. customer service or administration <p>AMPDS qualification (This required qualification is regarded as a minimum and therefore essential element of the role, successful applicants without the appropriate qualification will be expected to gain it during the induction training period – 3 day course)</p>	Essential	



Experience	Minimum of 2 years' experience working in a patient/customer focused environment	Essential	App/Interview
	Understanding of performance standards and customer care	Essential	
	Effective social skills gained from experience dealing with the public	Essential	
	Experience of working on the Computerised Aided Dispatch (CAD) System	Desirable	
	Experience of working in a call centre environment	Desirable	
Values and Behaviours	<p>Demonstrates a commitment to the Trust's values and behaviors framework;</p> <ul style="list-style-type: none"> • One Team • Innovation • Resilience • Empowerment • Integrity • Compassion 	Essential	App/Interview
Personal/Other	Active team player	Essential	Interview
	Demonstrates sensitivity to the needs of individuals and groups	Essential	
	Demonstrates commitment to, and enthusiasm for facilitating personal development and lifelong learning	Essential	
	Able to prioritise tasks, and to manage conflicting demands on time and resources, to deliver objectives	Essential	
	Ability to develop effective working relationships and demonstrate professional credibility with colleagues at all levels	Essential	
	Self-motivated – able to work on own initiative and work effectively as part of a team	Essential	
	Able to manage highly stressful situations and make sound decisions	Essential	
	Mature and professional approach to work	Essential	





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	Analysing patient information of multi symptom patients
Response to emergency situations		X				
To change plans and appointments / meetings depending on the needs of the role		X				
Clinical Interventions		X				



This role involves:	Details of Risk Level					Examples
	Yes	No	Rare	Occasional	Frequent	
Informing patients / family / carers / stakeholders of unwelcome news		X				
Caring for terminally ill patients		X				
Dealing with difficult family situations	X				X	EMDs are the first point of contact for families in an emergency situation, this can lead to verbal aggression and highly emotional contact
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	EMDs are the first point of contact for families in an emergency situation, this can lead to verbal aggression and highly emotional contact
Exposure to physical aggression		X				



Exposure to unpleasant working conditions dust / dirt / fleas		X				
Exposure to harmful chemicals / radiation		X				
	Details of Risk Level					
This role involves:	Yes	No	Rare	Occasional	Frequent	Examples
Attending the scene of an emergency		X				
Food preparation and handling		X				
Working on a computer for majority of work		X				
Use of road transport		X				