

## JOB DESCRIPTION

<b>POSITION</b>	Call Taker
<b>BUSINESS UNIT</b>	Clinical Communications Centre
<b>RESPONSIBLE TO</b>	Team Manager Communications
<b>LAST UPDATED</b>	September 2022

### Our Vision

To be the best little ambulance service in the world.

### Our Belief

To be here for you, when it matters to you, because it matters to us.

### Our Promise

No decision about me without me

### Our Values



## JOB PURPOSE

The Emergency Medical Call Taker is responsible for receiving 111 emergency calls, managing the caller, and gaining and inputting critical information into the system to allow effective dispatching to occur. The job also receives non-urgent medical calls.

## CONTEXT THAT THIS ROLE OPERATES WITHIN

### Organisational perspective

Wellington Free Ambulance are the only emergency ambulance service in Greater Wellington and Wairarapa and the only ones in the country who are free. We take more than 150,000 111 calls each year and respond to over 50,000 emergencies and are here 24/7, 365 days a year.

Wellington Free Ambulance is a charity. As an essential health service, we receive around 75% of funding from the Government – but have to raise over \$7 million dollars each year to keep our services free. As well as emergency paramedic care, we provide patient transfer services; have paramedics who are part of the Life Flight crew and rescue squad, plus operate the 111 communications centre for our

region. We also have a team of volunteer event medics who support a range of events across the region.

The community we support is from the Cook Strait to Peka Peka Road (past Waikanae) and across to Mount Bruce in the Wairarapa. There are around 400 staff across the various teams supported by around 90 volunteer event medics.

### Business Unit Perspective

The Clinical Communication Centre team are responsible for ensuring that Wellington Free Ambulance has an effective operational model, which ensures that the right person is in the right place at the right time, to best meet our patients' needs. Last year we managed more than 360,000 calls for help within our Clinical Communication Centre.

Key to delivering an effective service delivery model is being able to respond to the changing environment of modern healthcare and delivering efficient, effective and sustainable services

## KEY ACCOUNTABILITIES

KEY RESULT AREA	ACCOUNTABILITIES
<p><b>Communications and Call Taker Services</b> Timely compliance management and triage of 111 calls.</p> <p>To carry out the role as per the job purpose</p>	<ul style="list-style-type: none"> <li>All calls are answered in compliance with strict time and accuracy standards while being courteous and meeting customer service standards</li> <li>Complete a full handover of all relevant information at the commencement of the next shift</li> <li>Escalation to the Dispatcher and Team Manager as required for incidents, equipment failure or faults</li> <li>Knowledge of the regularly updated systems and processes is maintained</li> <li>Read the situation, utilise a range of techniques including active listening to manage and/or de-escalate if needed</li> </ul>
<p><b>Customer Service</b> Maintaining a high level of customer service at all times.</p>	<ul style="list-style-type: none"> <li>The standard of response provided meets or exceeds customer requirements and adheres to the performance standards set for the Communications Centre</li> <li>All service requests are met with a professional and timely response</li> </ul>
<p><b>Training and Development</b> Maintaining their own personal and professional development and sharing knowledge with others.</p>	<ul style="list-style-type: none"> <li>Evidence of sharing the best practice knowledge and providing guidance to other staff members</li> <li>Evidence of participation in career development and / or training programmes</li> <li>Mentor new staff as required</li> </ul>
<p><b>Additional Duties</b> Undertaking additional duties as specified by their manager.</p>	<ul style="list-style-type: none"> <li>All assigned duties are completed to a high standard and in a timely manner</li> </ul>
<p><b>Living WFA's values</b> WFA is a values-based organisation, and employees should be committed to upholding our company values. Our values represent who we are, where we're going and who we're taking with us.</p>	<ul style="list-style-type: none"> <li>Be authentic, original true   Mā pango mā whero ka oti te mahi</li> <li>Act with kindness   Aroha atu, aroha mai</li> <li>Lead by example   Mahia te mahi, hei painga mo te iwi</li> <li>Keep getting better together   Whaia e koe te iti kahurangi</li> </ul>
<p><b>Health and Safety</b> Complies with responsibilities under the Health &amp; Safety at Work Act 2015.</p> <p>In the performance of assigned duties, maintains and actively participates in supporting a safe and healthy workplace</p>	<p>All employees are responsible for:</p> <ul style="list-style-type: none"> <li>Working in a safe manner to prevent risk of harm to themselves, others, or the environment</li> <li>Complying and co-operating with any reasonable instruction, WFA health and safety policies and procedures and legislative requirements</li> <li>Reporting hazards, risks, and incidents (accidents, harm, and near misses), and ensuring reporting and recording is in accordance with WFA policies and procedures</li> </ul>

KEY RESULT AREA	ACCOUNTABILITIES
	<ul style="list-style-type: none"> <li>• Participating in incident investigations and taking an active role in rehabilitation following an injury or illness.</li> <li>• Alerting managers and health and safety representatives to any observed unsafe behaviors or situations.</li> <li>• Actively participating in health and safety training and alerting</li> </ul>

## RELATIONSHIPS AND DELEGATIONS

<b>REPORTING STRUCTURE</b>	<b>Manager:</b>	Team Manager Communications
	<b>Peers:</b>	
	<b>Direct Reports:</b>	Nil
<b>KEY RELATIONSHIPS</b>	<b>Internal:</b>	Call Taker Supervisors, Dispatchers, Clinical Desk, Operations staff, L&D team, Clinical Quality, other WFA staff
	<b>External:</b>	St John, other emergency services, health professionals, hospital staff
<b>DELEGATIONS &amp; AUTHORITIES</b>	<b>Delegation Level:</b>	Nil

## CAPABILITY PROFILE

### Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

CORE COMPETENCY	KEY BEHAVIOURS
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Gains insight into customer needs</li> <li>• Identifies opportunities that benefit the customer</li> <li>• Builds and delivers solutions that meet customer expectations</li> <li>• Establishes and maintains effective customer relationships</li> </ul>
<b>Instils Trust</b>	<ul style="list-style-type: none"> <li>• Follows through on commitments</li> <li>• Is seen as direct and truthful</li> <li>• Keeps confidences</li> <li>• Practises what they preach</li> <li>• Shows consistency between words and actions</li> </ul>
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>• Relates comfortably with people of different levels, functions, cultures and locations</li> <li>• Acts with diplomacy and tact</li> <li>• Builds rapport in an open, friendly and accepting way</li> <li>• Builds constructive relationships with people both similar and different to self</li> <li>• Picks up on interpersonal and group dynamics</li> </ul>
<b>Being Resilient</b>	<ul style="list-style-type: none"> <li>• Is confident under pressure</li> <li>• Handles and manages crises effectively</li> <li>• Maintains a positive attitude despite adversity</li> <li>• Bounces back from setbacks</li> <li>• Grows from hardships and negative experiences</li> </ul>

CORE COMPETENCY	KEY BEHAVIOURS
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>• Makes sound decisions, even in the absence of complete information</li> <li>• Relies on a mixture of analysis, wisdom, experience and judgement when making decisions</li> <li>• Considers all relevant factors and uses appropriate decision-making criteria and principles</li> <li>• Recognises when a quick 80% solution will suffice</li> </ul>
<b>Communicates Effectively</b>	<ul style="list-style-type: none"> <li>• Attentively listens to others</li> <li>• Adjusts to fit the audience and the message</li> <li>• Provides timely and helpful information to others across the organisation</li> <li>• Encourages the open expression of diverse ideas and opinions</li> <li>• Is effective in a variety of communication settings</li> </ul>
<b>Self-Development</b>	<ul style="list-style-type: none"> <li>• Shows personal commitment and takes action to continuously improve</li> <li>• Accepts assignments that broaden capabilities</li> <li>• Learns from new experiences, from others and from structured learning</li> <li>• Makes the most of available development resources</li> </ul>
<b>Te Tiriti o Waitangi and Cultural Expertise</b>	<ul style="list-style-type: none"> <li>• Demonstrates understanding of the principles of te Tiriti o Waitangi and their contemporary application to WFA's work</li> <li>• Applies tikanga in relevant work situations</li> </ul>
<b>Cultural Competencies</b>	<ul style="list-style-type: none"> <li>• Wellington Free Ambulance is committed to its responsibility to Māori and its responsibility to Pasifika. In that regard there is an expectation of continued learning and development of all staff in this area.</li> </ul>

## OTHER ASPECTS OF CAPABILITY NOT COVERED BY THE ABOVE COMPETENCIES

### Knowledge and Experience

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Working knowledge of MS Office</li> <li>• High computer literacy skills</li> <li>• Attention to detail</li> <li>• 40 words per min typing speed</li> <li>• Minimum NCEA Level 3</li> </ul>	<ul style="list-style-type: none"> <li>• Experience within a call centre environment</li> <li>• Experience with pre-hospital emergency care</li> <li>• Current EMD certification</li> </ul>

### Hours of work

Normal working hours will be 42 hours/week, rostered and rotating, working the core roster of 2 x 12 hour days, 2 x 2 hour nights, followed by 4 off (DDNN OOOO).

### Changes to Job Description

From time to time as an organisation evolves job descriptions may need to be reviewed and may need to be changed. Such changes may be initiated as necessary by the manager of this position in consultation with the employee. This job description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Employees may be measured against core competencies as part of their performance development.