

POSITION DESCRIPTION

Title:	Ambulance Communication Centre Shift Leader	Location:	Abu Dhabi
Department:	Operations	Reports to:	Ambulance Communication Centre Team Leader
Salary:	Salary package	Band:	2
Prepared by:	CAO	Date:	November 2015

Overall Purpose:

Monitor the ACC team on duty to ensure that call taking and dispatch standards are met and a high level of customer service is delivered

Roles and Responsibilities

- Act as a mentor for ACC staff and assist in training on call taking and dispatch.
- Manage breaks for the ACC staff to ensure adequate cover.
- Liaison between National Ambulance Operations and key stakeholders such as Hospitals, the Police and Civil Defence as required.
- Attend meetings with National Ambulance Managers as required to assist with translation and cultural interaction.
- Assist Call Takers and Dispatchers with location finding using in-depth local knowledge. This may take the form of Local Area Orientation trips or assisting with 999 calls.
- Receive and investigate queries and concerns from clients and stakeholders and feedback to the Team Leader or ACC Manager as required.
- Assist with Arabic-English translation as required.
- Answer incoming calls and dispatch ambulance resources for all locations and contracts involving National Ambulance when required.
- Use the CAD as the primary method of call taking, dispatching and recording information.
- Use the Criteria Based Dispatch (CBD) system to triage patients
- Perform vehicle and journey tracking of all National Ambulance vehicles, including ambulances
- Report any serious or untoward incidents to the ACC Team Leader
- Regularly carry out radio testing, ensuring all site radios have adequate reception, and report non-compliance
- Complete reports for the reporting of performance, issues and clinical information
- Other duties as tasked by ACC Team Leader or ACC Manager

QHSE

- Engage, understand and participate in Quality Health Safety and Environment (QHSE) Management System Compliance and Improvement



ACC Shift Leader
July 2021



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Version 3

Professional, Academic and Personal Experience

- Relevant professional qualification
- Customer service experience
- Dispatch and Call Taking experience
- Knowledge of CAD processes and systems
- Excellent communication skills fluent in Arabic (written and oral), and very good English language skills
- Computer skills with experience of using integrated word processor, spreadsheets and presentation software, and ability to use e-mail server both client based and web-based
- Ability to work in a multicultural environment
- Good interpersonal communication skills with ability to interact with all stakeholders in a professional manner
- Demonstrate critical thinking and solution based decision making with an understanding of recording and disseminating information
- Good record keeping skills and ability to accurately and thoroughly document events
- Log keeping experience
- Ability to remain calm and controlled at all times

Chief Administrative Officer

Change Brief

Version	Date	Changes
1	December 2015	New PD
2	July 2019	Due to review no changes
3	July 2021	Due to review no changes