

POSITION DESCRIPTION

Title:	Emergency Medical Dispatcher (EMD)	Location:	Abu Dhabi
Department:	Operations	Reports to:	Team Leader
Salary:	Salary package	Band/Grade:	2
Prepared by:	COO	Date:	January 2012

Overall Purpose:

In accordance with operational policies and procedures, the Ambulance Communications Centre (ACC) EMD will provide incident Call taking and Dispatch services, co-ordinate communication with other emergency services, and perform administration functions that support operations. They will also have an in-depth knowledge of the Computer Aided Dispatch (CAD) system and will use it for all Call Taking and Dispatch functions.

Roles and Responsibilities

The roles and responsibilities of Emergency Medical Dispatcher (EMD):

- Answer incoming calls and dispatch ambulance resources from the 999 system in Northern Emirates, CICPA sites, Civil Defence, Events, or any other site where National Ambulance are present
- Arrange back-up for National Ambulance staff that are attending an incident, by organising dispatch of their requested resources from EPS, Civil Defence, Helicopter services or other agencies
- Record all appropriate incident information as it occurs or as soon as possible after it occurs
- Contact Duty Managers for guidance for any serious case
- Use the CAD as the primary method of Call Taking, Dispatching and recording information
- Use the Criteria Based Dispatch (CBD) system to triage patients
- Provide instructions and pass information to the ambulance crews
- Perform vehicle and journey tracking of all National Ambulance vehicles, including ambulances
- Report any serious or untoward incidents to a Supervisor or Duty Manager
- Regularly carry out radio testing, ensuring all site radios have adequate reception. Report non-compliance
- Maintain a good relationship with all clients and seek support where necessary
- Act as an Arabic-English translator as required
- Report incidents/issues that may be of interest to the media to a Supervisor or Duty Manager
- Utilize, to maximum effect, telecommunications and IT equipment and ensure all defects or malfunctions are reported immediately
- Ensure that confidentiality is maintained at all times
- Complete reports for the reporting of performance, issues and clinical information
- Ensure the working conditions are maintained at agreed levels in relation to staff conduct, noise, environment, and housekeeping policy
- Provide administrative support to the Operations Supervisors

- Scan all incoming PCR's
- Maintain the PCR database and track all patient care records.
- Any additional miscellaneous duties assigned by Operations Supervisor.

QHSE:

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

Professional and Academic Expertise

- Any relevant academic qualification, preferable in Medical field but not mandatory
- First Aid Certificate
- Intermediate computer skills with competency in word processing, email and typing
- Proficiency in Arabic and English language, reading and writing
- Ability to adapt and perform duties in multicultural society
- Demonstrate good communication and interpersonal skills; to be professional in interaction with staff, colleagues, and the public
- Ability to communicate verbally via telephone and radio equipment
- Ability to interpret written, oral, and diagnostic form instructions
- Ability to communicate and interact with all members of NAC staff, patients, family members, and public in a professional manner
- Demonstrate sound critical thinking and decision making in stressful situations
- Ability to function efficiently throughout a 12 hour working shift
- Ability to work shift work. This means day and night shifts and working weekends and public holidays

Key Relationships

Internal: Operations Manager, Supervisors, National Ambulance employees

External: Medical and Nursing personnel, Patients, Emergency Public Service, Police, Civil Defence, and CICPA base employees, any other National Ambulance clients

Chief Administrative Officer

Change Brief

Version	Date	Changes
1	Jan 2012	New Document NACPD19
2	January 2014	Updated changes code from NACPD19
3	January 2016	Update Professional and Academic Expertise
4	July 2019	Due to review no changes
5	July 2021	Due to review no changes