

POSITION DESCRIPTION

Title:	Relief Shift Leader	Location:	Abu Dhabi
Department:	Operations	Reports to:	Team Leader
Prepared by:	COO	Date:	September 2019

Overall Purpose:

Provide incident Call taking and Dispatch services, co-ordinate communication with other emergency services, and perform administration functions that support operations. Have an in-depth knowledge of the Computer Aided Dispatch (CAD) system and will use it for all Call Taking and Dispatch functions. Provide Shift Leader cover at any time as required by a Team Leader or Operations Manager

Roles and Responsibilities

- 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 Civil Defence, Helicopter services or other agencies
- Record all appropriate incident information as it occurs or as soon as possible after it occurs
- Inform the ACC Team Leader for guidance for any serious issues
- 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
- 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
- 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
- Ensure the working conditions are maintained at agreed levels in relation to staff conduct, noise, environment, and housekeeping policy

When acting as a Shift Leader at time as Required:

- 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.

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- Receive and investigate queries and concerns from clients and stakeholders and feedback to the Team Leader or ACC Manager as required.
- Report any serious or untoward incidents to the ACC Team Leader
- Complete reports for the reporting of performance, issues and clinical information
- Other duties as tasked by ACC Team Leader or ACC Manager

QHSE & BC:

- Engage, understand, and participate in Quality Health Safety and Environment (QHSE) and Business continuity 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: ACC Team Leader, ACC Shift Leader, Operations Manager, National Ambulance employees

External: Medical and Nursing personnel, Patients, Emergency Public Service, Police, Civil Defence

Chief Administrative Officer

Change Brief

Version	Date	Changes
1	October 2019	New Document