



Job Description

New job	
Significantly amended job	X
Minor amendments from previous	

Job title	Dispatcher	
Reports to	Dispatch Team Leader	
Pay band	4	
Directorate	Operations	
Banding status (please tick one)	Indicative	A4C confirmed
		X – 08/03/2022

Job summary
<p>Reporting to the Dispatch Team Leader, the dispatcher role will have responsibility to manage the effective and efficient deployment of operational resources to Emergency calls from members of the public, Health care professionals and other agencies. They will be responsible for providing assurance to the Dispatch Team Leader regards all aspects of operational delivery and performance across their dispatch area. The dispatcher will work in conjunction with the Dispatch Team Leader to ensure safe, effective and high quality deployment of resources in accordance with agreed Trust process and policies, ensuring a principle of ‘no patient to be kept waiting unnecessarily’ and ‘respond, review, revise’ is consistently adopted. The Dispatcher will utilise and follow the call categorisation and coding as determined by the triage process or policy, ensuring that all incidents are dispatched on in time and priority order at all times, escalating concerns to the Dispatch Team Leader.</p> <p>The post holder will deal with all aspects of Resource Allocation & Management for their dispatch area when on duty and will be familiar & ensure adherence to Service Plans, Trust policies and procedures and Key Performance Indicators (KPI’s).</p>



Main duties and responsibilities

(bullet points providing detail of responsibilities)

Patient Safety and Quality

- Ensure safe, high quality and consistent dispatch as determined by the triage process or policy, ensuring that all incidents are dispatched on in time and priority order at all times, escalating concerns to the Dispatch Team Leader.
- Ensure that a consistent culture of high quality and safe patient care is adopted.
- Ensure consistent focus on operational performance and delivery of National Ambulance Response Performance standards.
- To escalate concerns, issues and incidents to the Dispatch Team Leader in a timely manner.
- Ensure that any adverse incidents or patient safety concerns are escalated immediately to the Dispatch Team Leader and reported through the Trust Incident Reporting System (DATIX).
- Ensure any concerns relating to the clinical safety of their dispatching zone are discussed with the Dispatch Team Leader in a timely fashion.
- Maintain the integrity and confidentiality of all patient and Trust information at all times.
- Maintain an up to date knowledge of EOC and operational ambulance service practices.
- Ensure the safety of responding crews through timely and accurate communication, provision of warning marker details and regular monitoring.
- Raise any welfare concerns over the welfare of patients or staff. This may include safeguarding concerns or the risk of violence and aggression.

Establishment and Resourcing

- Undertake appropriate management of the Trust resources within their dispatch area allocating rest periods and ensuring breaks or unavailability are managed appropriately and in line with policy.



- Escalate any concerns regarding operational resourcing to the Dispatch Team Leader.
- Ensure familiarisation and rotate through areas on a regular basis to ensure continued competence across all dispatch areas.
- Work with frontline staff and Operations Officers to ensure prompt availability of ambulance resourcing, ensuring any delays or other availability issues are highlighted for review.
- Record all information in an accurate and timely manner, taking appropriate action and escalating where required.

Planning and Performance

- Ensure compliance with Trust Deployment SOPs and Dispatch processes at all times.
- Ensure compliance with National Performance Standards, meal break compliance, resource unavailability, allocation and utilisation SOPs and procedures.
- Manage and communicate with operational staff by assigning them to emergency, urgent and routine incidents.
- Maintain competency to operate all telephony, radio, IT hardware and software as relevant to role.
- Ensure appropriate and timely incident stack management including management of out of area and duplicate calls.
- Ensure timely and accurate allocation to incidents, in accordance with the principles '*no patient to be kept waiting unnecessarily*' and '*respond, review, revise*' and that these are consistently adopted.
- Participate in all audit and quality improvement processes as requested.
- Ensure that all incidents are dispatched on, in time and priority order at all times, managing multiple incidents and resources at a time.
- To provide effective handover at each shift changeover and rest break periods.
- Demonstrate knowledge and competency of SOPs and Trust policy. Implement these policies in own areas and propose changes to policy where appropriate.



- Demonstrate strong working knowledge of C3 Cad and relevant processes.
- Ensure accurate and timely entries regards all on day performance and delivery matters in the relevant SOEs. .

Financial

- Ensure appropriate and responsible use of Trust assets.
- Report missing or defective equipment in accordance with established Trust Process.

Staff Engagement and Support

- Communicate effectively in highly emotive situations, where there may be barriers to communication such as language or noise, using persuasive skills where appropriate.
- Communicate effectively and courteously with EOC & Frontline Operational colleagues and managers on a regular basis, both individually and at team meetings.
- Provide support and mentorship to trainee Dispatcher's under direction of the Dispatch Team Leader
- Ensure that personal behaviours reflect a culture of inclusivity and support, encouraging people to speak up, actively challenging and addressing issues as required and they promote and champion ensuring a performance and patient care focused environment.

Emergency Preparedness, Resilience and Response

- Achieve and maintain competence in delivery of Operation Titan
- Maintain familiarity with EOC Business Continuity Plans and responsibilities commensurate of the role.
- Support the Dispatch Team Leader and the EOC Officers in the development and exercise of EOC Business Continuity Plans, including fallback arrangements.

Other Duties



- Ensure that any faults relating to IT Systems, estates or incidents are reported in a timely manner and in accordance with established systems escalating to the Dispatch Team Leader.
- Responding to communications via radio or telephone from operational staff for further action. For example requests for additional resources or other agencies such as the police.
- Ensure any faults relating to business critical systems (CAD, telephony, airwave, ePCR, Mobile Data etc.) are immediately escalated to the Dispatch Team Leader.
- Dispatchers will likely be exposed to highly distressing or emotional circumstances as part of their role and will oversee the response to significant or major incidents as part of their responsibilities.
- Undertake other reasonable duties as required by the Dispatch Team Leader.
- Undertake training and development as and when required by the Trust.
- Adhere to all Fire and Health and Safety regulations, addressing and reporting any issues through the correct system as necessary.
- Maintain competence as an A&E Dispatcher, able to dispatch any area as required.
- The post holder must be prepared to travel to other trust sites, to meet the requirements of the trust for training or business continuity purposes.
- Undertake self-directed CPD and continued professional development including participation in regular performance reviews, attend yearly appraisals and identifying self-development needs.



Standard Role Requirements

Health and Safety

To take reasonable care for own health and safety and that of others who may be affected by the postholder's actions at work.

No smoking policy

The buildings, grounds and car parks owned or managed by the Trust are smoke-free zones and smoking is not permitted whilst on NHS/Trust premises; attending external meetings on behalf of the Trust; wearing NHS/Trust-identifiable clothing or other markings, or whilst in NHS/Trust vehicles.

Risk

To develop and implement robust systems for risk management across the areas of responsibility of the post. To be responsible and accountable for risk in these areas.

To be personally responsible for not undertaking any task or action which would knowingly cause risk to self, others, or to the Trust.

As far as is reasonably practicable, to prevent other people from undertaking tasks or actions which would knowingly cause risks to themselves, others, or to the Trust.

To identify and report actual or potential hazards/risks in the work environment in accordance with Trust policies.

To participate in briefing/training sessions and carry out any agreed control measures and duties as instructed.

Take immediate action to minimise risks where it is reasonably practicable to do so.

Records management, confidentiality and security of information

To adhere to Trust policies and procedures as directed in training and guidelines and as advised by relevant colleagues (including designated Local Records Manager) in relation to creating records and handling information. Undertake action as required to implement and comply with these policies and procedures. To report any non-compliance.

To maintain confidentiality in relation to personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act 1998, and records management guidance.

To maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in



accordance with the responsibilities of the Trust's Caldicott Guardian.

Infection control

Responsible for ensuring the effective implementation and monitoring of infection prevention and control in all areas within his/her area of responsibility to ensure continued compliance of the Trust with the Health Act 2006, Health and Social Care Act 2008 and any future Acts of Parliament regarding infection prevention and control. Adhere to the Infection Prevention and Control policy at all times, providing clear leadership and promotion of responsible attitudes towards infection prevention and control

Responsible for infection prevention and control within his/her area of responsibility, ensuring the effective implementation and monitoring of infection prevention and control under his/her control. Ensure infection prevention and control audits are undertaken in their area of responsibility, as requested by the Director with responsibility for infection prevention and control.

To ensure that relevant staff, contractors and other persons, whose normal duties are directly or indirectly concerned with patient care, receive suitable and sufficient training, information and supervision on the measures required to prevent and control risks of infection, so far as reasonably practicable.

Alcohol handrub must be carried at all times whilst in uniform; good hand hygiene must be maintained.

Responsible for including infection prevention and control within the managerial job descriptions and appraisals of all managers under his/her control.

Patient and public involvement

To be aware of responsibilities under sections 7 and 11 of the Health and Social Care Act 2001 to involve patients and the public in the ongoing planning, development and delivery of health services, and to involve patients in their own care, as far as is reasonably practicable.



Person Specification

	Essential	Desirable
Education and qualifications	<p>Able to meet the requirements of the Knowledge and Skills Framework for their role</p> <p>4 GCSE's (or equivalent) at Grade C or above including English</p> <p>Hold a Full Driving Licence</p> <p>Evidence of previous mentoring experience</p>	
Previous experience (paid/unpaid relevant to job)	<p>Experience in dealing with a diverse range of people in a customer/patient environment</p> <p>Understanding of the NHS Ambulance Command and Control System</p> <p>Ability to work to defined policy, procedures, practice and instructions</p>	<p>Experience in working in the voluntary or health sector</p> <p>Control room experience</p> <p>Experience using a telephone / computer as a regular means of communication in a work environment</p>
Skills, knowledge, ability	<p>Ability to communicate effectively verbally and in writing, with tact and diplomacy when required</p> <p>Good telephone & radio manner, able to deal with phone calls & radio communications appropriately and professionally</p>	



	<p>Understanding of Ambulance Service National Performance Standards</p> <p>Excellent communication and active listening skills</p> <p>Good IT skills</p> <p>Ability to work as part of a team</p> <p>Ability to handle multiple tasks & prioritise effectively</p> <p>Ability to work to defined policy, procedures, practice and instructions</p>	
Aptitude and personal characteristics	<p>Planning and decision making skills</p> <p>Demonstrable ability to build and foster positive working relationships with frontline operational colleagues</p> <p>Ability to operate efficiently and effectively, under periods of sustained pressure</p> <p>Ability to develop and adapt to change</p> <p>Ability to analyse problems and provide effective solution</p> <p>Ability to make and implement effective decisions</p> <p>Able to maintain confidentiality of information</p> <p>Understanding of Health and Safety</p>	



	<p>Understanding of the goals and objectives within the NHS</p> <p>Committed to high quality patient care and patient experience</p> <p>Respectful to and able to promote equality in opportunity, employment and service delivery</p> <p>Committed to continuous professional development and personal growth</p> <p>Able to ensure care of own health and wellbeing to promote improvements to physical and emotional wellbeing</p> <p>Able to work within the trust's attendance targets</p> <p>Ability to perform the requirements of the post to an acceptable standard</p> <p>Demonstrates a positive and flexible approach in line with the changing nature of the trust service delivery model</p> <p>Committed to the values based principles of high quality patient care to include; compassion; care; competence; communication; courage and commitment in all aspects of service delivery</p>	
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