

## **Core Competencies Guidance Sheet – Dispatchers**

Detailed below are the nine core competencies required for the post of Dispatcher. Please read each of the competencies carefully and provide evidence of your skills, achievements and experience against each competency on the Competency Support sheet within your application.

### **1.Data Input, Telephony skills, IT Literacy**

The post you are applying for is in a highly specialised environment. The candidate should be able to operate IT equipment and type information into a system directly from the telephone/ radio. These specific skills will be assessed at the Recruitment Day.

### **2.Communication Skills**

This job relies very heavily on your ability to communicate with others, often in extremely difficult circumstances. Excellent communication and interpersonal skills are essential, as you will communicate with a range of internal and external contacts, such as ambulance staff, General Practitioners, NHS Health Boards/Trusts and the Emergency Services. A confident telephone manner is essential. In addition clear and precise radio communications are vital. You will require an understanding of the call taking process which requires good listening skills.

### **3.Coping Under pressure**

You will be the key link from the call taker in receiving and assessing information from Emergency 999 callers and relaying the vital information to the ambulance response most suitable to deal with the patients needs. The ability to work calmly under pressure and to remain in control at times of extreme demands is essential, as you will be required to obtain accurate information and forward that information to the appropriate response. At all times you will follow Service protocols.

### **4. Decision making/Using Initiative**

Although you will be working in a protocol driven environment you will often have to use your initiative in order to obtain accurate and comprehensive information to allow for the vast diversity of a dispatchers remit.

Whilst working as a dispatcher, decisions are often based on limited information and a judgement call needs to be made. At other times you will be provided with a mass of potentially conflicting information and you will have to decide which factors are of greatest significance.

## **5. Accuracy/Attention to detail**

All relevant information relating to incidents is accessed through our computerised command and control system which both you and your colleagues are responsible for updating and maintaining. There is a requirement for the information to be as clear and as grammatically correct as possible as it will impact directly on patient care.

## **6. Team Work**

Within the ACC environment, the ability to work as a team will be vital in that you have to be tuned in to what your colleagues are doing and be ready to help when someone requires assistance. Equally you must be prepared to ask for assistance when required.

## **7. Planning and Organisational Skills (e.g. dynamic deployment, resource utilisation maintaining and updating information)**

For each call that comes in the Dispatcher is responsible for ensuring the nearest and most appropriate vehicle is dispatched. This is achieved by using the priority Based Dispatch System and other protocols and strategies, to maintain the optimum use of resources available. The Dispatcher has to be able to judge effectively from the information available, which is the most appropriate resource.

## **8. Evidence of Strategic/ Lateral Thinking, i.e. interpretation of information**

Dispatchers are required to interpret information from a number of data sources such as the Command and Control System, Status Plan Manager, Rest Period Manager and the GIS Mapping System. Data sources include live emergency incoming calls from the public and other healthcare providers and faxed information from the NES Area Service Offices. The information received will allow the Dispatcher to effectively prioritise calls. Users of the systems must be able to multi-task between the various screens/functions. Map reading skills would be advantageous.

## **9. Evidence of strong Interpersonal skills (tact, diplomacy, negotiation, persuasive skills. Conflict resolution ability).**

Dispatchers provide a centralised information and communication service both internally and externally in relation to all matters concerning emergency medical dispatch (i.e. first point of contact). They must be able to maintain effective resource utilisation, ensuring appropriate distribution of workload and meal break allocation. Tact and Diplomacy are required, especially when demand is high, when dealing with a broad range of internal and external contacts to allow for most effective utilisation of resources.