

Core Competencies Guidance Sheet – Emergency Call Taker

Detailed below are the six core competencies required for the post of Emergency Call Taker. 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 fairly specialised environment. You should be able to operate IT equipment and type information into a system directly from the telephone. These specific skills will be assessed at the Recruitment Day.

2.Communication/Interpersonal Skills

This job relies very heavily on your ability to communicate with others, often in difficult circumstances. Excellent communication and interpersonal skills are essential, as you will communicate with a range of internal and external contacts. You will be providing the first communications link in patient care. A confident telephone manner is essential. Experience in a public contact role would be advantageous.

3.Coping Under pressure

You will be the first link in patient care receiving and assessing information from Emergency 999 callers who may sometimes be incoherent, aggressive, emotional, or even abusive. The ability to work calmly under pressure is essential, as you will be required to obtain accurate information to enable the deployment of an appropriate response. At all times you will follow Service protocols, which include the provision of pre-arrival advice and reassurance to 999 callers.

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 from anxious callers.

Whilst working as an Emergency Call Taker, 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. 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.

