

Job Description

OVERVIEW			
Job Title	Ambulance Service Medical Dispatcher		
Job Code	110187	Job Family	Clinical Support
Department	Ambulance Service		
Reporting Relationship	Reports to:	Operations Supervisor (National Command Centre or Health Care Coordination Centre)	
	Subordinates:	None	
Origin Date	12/2023	Last Revision Date	
Addendums Available to this JD:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Job Summary			
<p>The purpose of this role is to be responsible for processing incoming requests for emergency or non-emergency response from members of the public, other public safety agencies and internal customers in health care facilities. Take responsibility for identifying and dispatching the appropriate ambulance resources to meet patient's needs. Provide the initial step in the 'chain of patient survival' by providing telephonic pre-arrival medical, trauma and safety instruction to support early patient care, this includes but is not limited to Cardiopulmonary Resuscitation instructions, Childbirth instructions, choking and airway management instructions.</p>			
Key Accountabilities			
<ol style="list-style-type: none"> 1. To take responsibility for receipt of calls for emergency and non-emergency ambulance service assistance from members of the public, members of other public safety agencies and colleagues in health care facilities. 2. To identify key information such as patient details, address and clinical condition from callers and record these in the computer-aided dispatch system. 3. To use algorithmic, clinical questioning to triage incoming calls to identify the appropriate response to allocate to the call. 4. Follow the Medical Priority Dispatch System (MPDS) to provide emergency medical pre-arrival instructions during life threatening situation until the arrival of appropriate Ambulance Service resources on scene. 5. Use the MPDS to provide medical/ trauma/scene-safety instructions, appropriate to each individual call whenever possible. 6. Manage ambulance service resources during response to mass casualty incidents. 7. To respond Priority1 (with lights and Siren) with the Mobile Command and Control unit to the site of a Major Incident and Provide on-site dispatch role at organized mass gatherings 8. To use technologies such as GIS mapping systems and automatic vehicle location systems to help identify patients' geographic location and identify the most appropriate EMS resource to deploy. 9. To communicate patient details to ambulance service resources in a clear and concise manner using voice communication by phone and radio, or data transmission. 			



10. To liaise with partner agencies to ensure the coordinated delivery or emergency medical care to ill or injured patients.
11. Be aware of and apply principles of patient confidentiality, all current data protection legislation and vulnerable persons procedures (child and adult) within all aspect or work.
12. Whenever required to be on-call, remain on duty after shift ends response to emergency situations.
13. Perform other duties as assigned.

Essential Job Requirements

Education	3 years Diploma in clinical discipline Note: High School Certificate or Vocational Secondary School Certificate for those who have been hired /appointed to this post prior to 01 February 2018	
Experience	2 year experience in clinical discipline No prior experience is required for applicants who have completed the Primary Care Paramedic or the Advanced Care Paramedic qualification, issued via CNA-Q or a similar qualification (that meets the requirements of the QCHP for licensure as an ambulance paramedic) for any other Qatar based university.	
License to Practice (*DHP) <small>*Department of Healthcare Professions</small>	Valid Primary license from the country of origin (if applicable) AND should be eligible for license from the Licensing authority in the State of Qatar to practice Healthcare Profession.	
Certification	<ul style="list-style-type: none"> Successful completion of the HMCAS accredited Emergency Medical Dispatcher (EMD) course and the Emergency Telecommunicator (ETC) Course within six months appointment in the role Remain EMD and ETC certified by taking and passing the re-certification exams every two years 	
Language Skills:	English	Basic* <input type="checkbox"/> Intermediate* <input checked="" type="checkbox"/> Advance* <input type="checkbox"/>
	Arabic	Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advance <input type="checkbox"/>
Computer Skills:	MS Office	Other: _____ Proficiency using a keyboard and mouse to input data with capability to master key EMS communications technologies

*Note: **Basic:** Ability to speak and comprehend simple sentences; elementary reading and writing skills

Intermediate: Ability to communicate fluently and formulate documents as required

Advance: Ability to communicate at a high level of proficiency and have a firm understanding of the language



Competencies	
HMC Core Competencies	<ul style="list-style-type: none"> • Patient first • Take Responsibility • Advance and Inspire • Integrate and Shape
Functional Competencies	<p>Demonstrates strong working knowledge of:</p> <p>As assessed in the ASMD Selection Metrics battery of tests designed to measure areas that are related to successful performance as a dispatcher</p> <ul style="list-style-type: none"> • Ability to communicate in basic English (clear and understandable telephone voice) • Ability to write in English language (write legibly and proficient in written communication) • Ability to enter data in the computer with a net keyboard typing speed of 25 WPM or better and 90% accuracy • Ability to perform data entry for numerical fields as well as sufficient computer operations to enter, retrieve and manipulate data • Ability to listen to and understand information and ideas presented through spoken words and sentences. • Ability to identify the best of proper order of given actions or steps • Ability to read map, take and transmit clear and complete directions and information • Ability to hear and understand multiple sound sources • Ability to sustain focus and maintain concentration (remain calm under stressful situations)

Competencies

Note: The Job Description is not intended to be all-inclusive. The employee may perform other related duties to meet the ongoing organizational needs.

Job Holder Agreement:

I, the undersigned, hereby acknowledge that I have read my job description and understand its content. I agree to demonstrate the application of this job description in my day-to-day activities and in accordance with the Mission, Vision and Values of Hamad Medical Corporation.

Staff Name:

Signature & Date:

Supervisors Name:

Signature & Date:



Approval (Relevant Executive Director/CEO/Chief)

Name:

Signature:

Date:

***Remark:** This Job Description is applicable only to the mentioned Department and cannot be allocated to any other Departments.

Tracking History (to be filled by Job Design team)

S.No	Type of Change	Description of Change	Revision Date	Requested by:
1				
2				