



Emergency Medical Dispatch Support Officer – Aboriginal Cadetship

The Emergency Operations Centre (EOC) is identified as a critical and integral component of SA Ambulance Service providing 24/7 call receipt, dispatch and coordination of emergency out of hospital treatment and/or ambulance transportation services to the South Australian Community.

The EOC operates in a dynamic environment driven by technological systems that route incoming calls, aid dispatch and provide the integral communication link between ambulance resources and patients. The systems operating within the EOC are integral to patient welfare and outcomes. The Cadetship Program provides a culturally safe and supportive framework to assist you to successfully perform the role of EMDSO with SAAS, whilst undertaking supported study and workplace orientation.

What is an EMDSO?

An Emergency Medical Dispatch Support Officer (EMDSO) responds to triple zero (000) calls across South Australia and assists South Australians during times of high stress and anxiety. The EMDSO will assess the patient's situation (over the phone) based on the information provided using a computer based triage system, and give step-by-step instructions so that management of the patient can begin immediately.

Am I a Good Fit?

The role requires:

- Clear, calm communication under pressure.
- High emotional resilience and empathy.
- Comfort with serious trauma calls (and not knowing the outcome).
- Working across multiple complex computer systems.
- Rostered hours over a 12-hour rotating shift cycle (ability to work day/night/weekends/public holidays).

Before You Apply, Ask Yourself:

- Can I use multiple computer screens for 12 hours?
- Can I type quickly whilst listening actively and recording the information provided?
- Can I work in a structured, highly supervised environment?
- Am I resilient and able to handle back-to-back emergency calls throughout a shift?
- Am I happy to commit to shift work and miss social/family events?

Training Overview

- **Length:** 8 weeks classroom + 14-17 weeks on-the-job.
- **Location:** 71 Richmond Road, Mile End.
- **Scheduled classroom training:** Full-time Monday–Friday during classroom training.
- **Consolidation of training:** Occurs on roster after week 8.
- **Content:** Face-to-face, self-learning, real-time call mentoring.

- **Paid:** Yes, SAAS pays all training costs and your normal wage per the award.

Job Conditions

- **Roster:** 4 days on (2 days and 2 nights), 4 days off.
- **Breaks:** Two 30-minute breaks + 15-min screen breaks every 2 hrs (workload permitting).
- **Location:** 71 Richmond Road, Mile End.
- **Team:** You work independently but as part of a wider team.

Qualifications & Checks

- **Required Certificate:** HLTAID011 – Provide First Aid (can be applied for during the recruitment process)
- **Background Checks:**
 - Working with Children Check (WWCC)
 - Nationally Coordinated Criminal History Check (previously NPC)
 - Medical and Functional Assessment
- **Training Outcome:** HLT31020 – Certificate III in Ambulance Communications.

Application Process

- Apply via **PageUp** system (set up an account).
- Provide:
 - Cover letter (max 2 pages)
 - Resume
 - Certificates (if available)
 - Referee details (3 professional referees)
- Includes **online tests, psychometric assessments, and interviews** (in Adelaide).
- Recruitment can take time; regularly check your email.

Support Available

- Check-ins during training.
- Learning support tailored as needed.
- We invite you to talk to us should you wish to explore additional support networks.

Contact & More Info

For more information about the recruitment process, email the SAAS Recruitment Team at Health.SAASRecruitment@sa.gov.au

For more information about the Cadetship, contact Catherine Doughty, A/Service Development Manager at Catherine.Doughty@sa.edu.au

