



Government  
of South Australia

SA Health



SA  
Ambulance  
Service

**SAMS**

**Emergency Medical Dispatch Support Officer  
INFORMATION SESSION - 2024**

# ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Kurna people as the traditional custodians of the Adelaide region and that their cultural and heritage beliefs are still as important to the living Kurna people today.

We acknowledge the Traditional Owners of Country throughout South Australia and recognise their continuing connection to land, their spirituality, history and culture. We pay our respects to Elders past, present and emerging.



# Covered in this Session:

1. Overview of the Emergency Medical Dispatch Support Officer (EMDSO) within SA Ambulance Service.
2. The People that are best suited to the role
3. The application and selection process steps explained
4. Pre-Employment Checks and Requirements
5. Induction and Training





- Responds to and coordinates resources across 984,377 km<sup>2</sup>
- 1 Central Emergency Operations Centre
- 271,090 Emergency calls received (2023)
- 47,797 Non-emergency calls received
- Offers first aid advice prior to Ambulance arrival

**EMERGENCY OPERATIONS CENTRE : AKA “EOC”**

# Overview of Emergency Operations Centre Roles



Five Teams to cover the roster including annual leave

Variety of positions on the team

- EMDSO
- EMDSO Team Leader
- Metro Emergency Medical Dispatch
- PTS Emergency Medical Dispatch
- Region Emergency Medical Dispatch
- EMD Team Leader
- Health Network Coordinator

**DID YOU KNOW?**

All EOC staff start as an EMDSO before being able to apply for other positions within the EOC

# Overview of EMDSO Role



This role requires:

- Use a complex computer system with multiple screens for the duration of a 12 hour shift, with scheduled breaks
- Type quickly and accurately to record information whilst actively listening and supporting the caller
- Work in a highly supervised, structured and scripted environment

- You are the first point of contact for SA Ambulance for 000 calls across SA
- Be empathetic and assist vulnerable people during their time of need
- Assess a patient's medical situation over the phone using a specific computer based triage system
- Give step by step first aid instructions so management of the patient can begin immediately
- Receive calls via our non-emergency line from hospitals and care giving facilities to organise non-urgent transport for patients

# Overview of EMDSO Role



- Take emergency calls one after the other, understanding you may not ever know the outcome of the patient
- Deal with serious trauma during every shift, and will need to manage your own emotional wellbeing
- Multitask and remain calm in a high pressure environment
- Work within a rotating roster of 12 hour shifts, day or night, which can involve weekends and public holidays, meaning family/social events may be missed

# EMDSOs Communicate With:

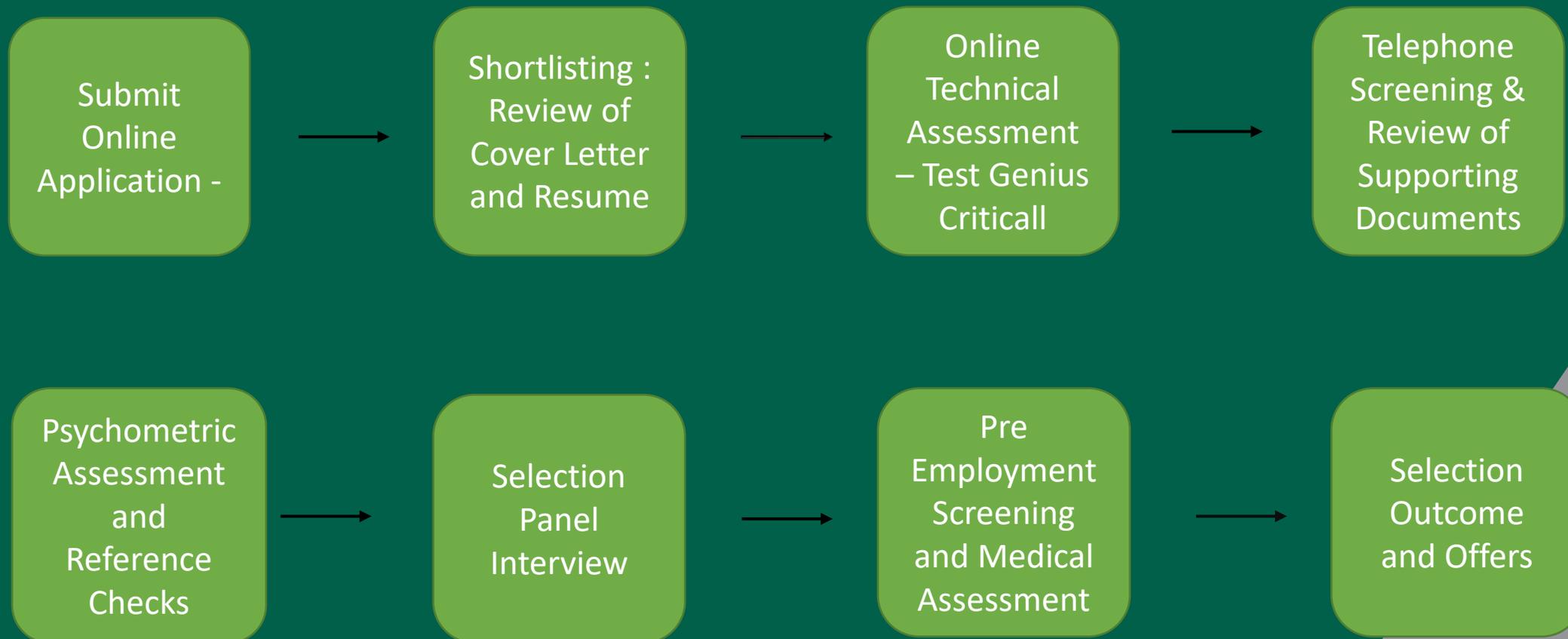
The role of Emergency Medical Dispatch Support Officer maintains working relationships with many internal and external stakeholders in South Australia:

- General Public - requesting attendance or advice
- Hospitals & Residential Care Facilities – Emergencies or requiring patient transportation or end of life advice and support
- Liaise with colleagues or other Emergency Service Organisations (ESO) on shift  
SA Police, MFS, CFS, SES etc
- SAAS Staff
- Mental Health Clinicians

# We Are Looking For:

- People who are resilient and able to work in a high-pressure environment.
- People who have high emotional intelligence and can handle dealing with trauma and stress on a regular basis.
- People who can work a 12-hour shift on a rotating roster.
- People who possess high levels of accuracy and attention to detail with the ability to multi-task.
- People who possess well developed communication and interpersonal skills.
- People who are prepared for a challenging but rewarding.
- People who are proficient and confident with computers demonstrating strong typing skills.
- People who are adaptable to change and ready for anything yet can work in a highly supervised, structured and scripted environment.

# Recruitment and Selection Process: Emergency Medical Dispatch Support Officer



Submit  
Online  
Application -

## Submitting Application – SA Health Careers

*Vacancy Open to All Applicants – 14 February 2024 to 20 December 2024*

Available on : SEEK, I Work 4 SA, SA Health Careers, SAAS Website

*Please ensure you review the Job Pack and Frequently Asked Questions!!*

### **What is required to submit an eligible application?!**

- Resume
- Cover Letter (No more than 2 pages addressing the Key Result Areas of the role description)
- National Police Check – for the role of EMDSO
- DHS (Department of Human Services) Working with Children Check
- Provide First Aid Certificate (HLTAID011)

## Review of Application – Shortlisting Process – What to expect?

Shortlisting :  
Review of  
Cover Letter  
and Resume

A Member of the SAAS Recruitment Team will begin the review of your application, ensuring your clearances are current and compliant.

We then also assess your Cover Letter and Resume in comparison to the **Key Result Areas** of the role description.

- An initial review of your application undertaken.
- We will consider your CV/Resume and Cover letter.
- This information will determine if you progress to the next stage of the process.
- You will be advised via email if shortlisted unsuccessful.

## Online Technical Assessment – Test Genius: Criticall

Criticall is a testing service we use within the recruitment process for the role of EMDSO – it is tailored to Emergency Services and SA Ambulance, putting you through relevant scenarios and testing your capability.

- You will be emailed a link to an online assessment with relevant instructions.
- The test uses a range of practical skills and abilities necessary for success on the job.
- This is confidential and you should not discuss the contents of the assessment with others.
- This information is used as part of the selection process.
- Essential that you complete these assessments independently and alone.

## Telephone Screening – Document Review

The telephone screening portion of the recruitment process is to gauge your telephone etiquette, your understanding of the role of Emergency Medical Dispatch Support Officer and review the supporting documents provided with your application.

- Telephone screening questions are related directly to the essential criteria of the role.
- Important to review the Role Description and Frequently Asked Question document.
- Only one call will be made – you are responsible for calling back within 24 hours if you miss the call.
- Messages will be left requesting a call back within 24 hours.
- Check your telephone details are correct on your application – this number will be used.

## Pre-Interview : Psychometric Assessment and Reference Check

The psychometric assessment is facilitated through Psytech Genesys – the assessment is known as the 15FQ+ questionnaire.

- Invitation to online psychometric assessment will be sent via email.
- Designed to assess psychological factors relevant to the role.
- Assessment of personality and individual differences.
- This information is used as part of the selection process.
- Personality based questionnaire.

Before being invited to attend interview, your references will be contacted – please see below requirements :

- Requirement of 3 referees
- Must be professional references
- Essential that you contact your referees and seek their agreement
- May be contacted at any time during the selection process
- Ensure email details are current and correct, this may impact the timeliness of your progression

## Selection Panel Interview – what to expect

The interview will approximately go for 45 minutes. You will have an opportunity to expand on your application. Show the selection panel how and why you are suited to the role.

- Offers to attend an interview will be emailed to you with instructions on how to book in
- Respond quickly to select an interview time that suits you.
- Panel of people with expertise and diversity relevant to the role.
- Looking for evidence of how you meet the Key Result Areas and how you demonstrate the desirable characteristics.
- You are allowed to bring notes into your interview.

## Pre-Employment Screening & Medical

Upon completion of the panel interview – you will be requested to attend a Medical Assessment with our external provider Jobfit. This will be at your own cost.

- At this point, we would require the finalised copies of all clearances / checks provided to the recruitment team.
- The recruitment team will engage Jobfit to contact you to book and attend your Medical.
- The medical runs through general medical health and hearing abilities.
- Please ensure you are upfront and honest with any potential medical / health issues you may have in your application. You must pass the assessment to be considered for employment.

# Selection Process and Offers

Selection  
Outcome  
and Offers

Once the panel report is complete and all required components of the recruitment process have been provided – Offers will be made for set inductions.

- If recommended, you will be placed in a selection pool – your application is valid in this pool for 12 months from the signing of the Panel Report.
- You will be offered sporadically and when appropriate throughout the year for inductions – this will be communicated to you through the recruitment process.
- Offers will be made to you via email through the E-Recruitment System.

# Induction and Training

It is a requirement for you to successfully complete : HLT31020 - Certificate III Ambulance Communications (Call Taking)

this is achieved by :

- Face-to-face training and assessment.
- Learning activities including reading relevant study guides and associated SAAS and SA Health policies and procedures and completing written assessments are provided.
- On commencement candidates participate in a full time 8-week intensive training (Monday to Friday.)
- This includes a 2-week mentoring program which will includes 8hr shifts between 7am and 10pm.
- On the job training and completion of assessments is required before week 22.



Assessment Period	Activity
Weeks 1 – 8	Classroom Work / Training (full-time) Including mentoring taking live calls, some shift work
Weeks 9 – 21	On shift with workbooks & journals to complete with support from Supervisor
Week 22	Finalise Training and initial contract completes.

**Outcome: HLT31020 - Certificate III Ambulance Communications (Call Taking) - a nationally accredited course**

# QUESTIONS?

Thank you for your time!

We understand we may not have covered off on everything throughout this session -

If you have any further questions or feedback – please let us know at  
[Health.SAASRecruitment@sa.gov.au](mailto:Health.SAASRecruitment@sa.gov.au)



Government  
of South Australia  

---

SA Health



SA  
Ambulance  
Service