



Workforce Health, WorkFit Services
Job Capacity Statement



Emergency Medical Dispatch Support Officer

The information below is designed to give you an indication of the likely demands of working in this role and will help you assess whether the job may suit you. You are encouraged to ask further questions about the demands if you have any concerns as local conditions may alter the demands you experience in the role. The Contact Officer listed in the job pack is the best person to contact with any queries

Doc ID Number

Environmental Job Factors

Shift Work
Shift Length >10hrs

Overall Psychological Job Factors

Level of Importance

Level of Job Control or Autonomy	Low
Level of Supervision or Support Received	High
Contact with Co-workers/Colleagues (vs Isolation)	Moderate
Teamwork	Moderate
Exposure to Confrontational Situations	Moderate
Exposure to Emotional Situations	Moderate
Level of Scrutiny and Accountability from Others (exposure to public scrutiny)	High
Sensitivity and Empathy to Needs of Others	High
Managing Others	Low
New Relationship Building	High
Time Pressures (including deadlines)	High
Contact with Consumers/ Customers	High
Self-control and Regulation of Emotions	High

Psychological Demands (Cognitive)

Highest Level Of Complexity

Abstract	Problem Solving & Critical Thinking (including judgement)	High
Attention And Accuracy	Attention: Concentration	High
	Attention: Degree of Precision & Accuracy	High
Processing	Quick Thinking	High
Verbal	Oral Communication (including active listening)	High
	Reading Literacy	Moderate
	Writing Literacy	Moderate

Physical Demands

Frequency (8 Hour Shift)

Max 'at one' Time

Position Tolerance Activities		
Sitting	Occasional: up to 2.5 hours	60 mins
Standing	Frequent: up to 5 hours	60 mins
Upper Limb		
Keying/Mousing	Occasional: up to 2.5 hours	3 mins

OFFICIAL

NB: this is not an exhaustive list of ALL job factors and demands, but those which are considered to be significant.

Definition of frequency (based on 8 hour shift)			
Infrequent: up to 10 minutes	Occasional: up to 2.5 hours	Frequent: up to 5 hours	Constant: up to 8 hours
0 - 2%	2-33%	34-66%	67-100%
Up to 10 minutes	>10 min - 2.5 hours	>2.5 – 5 hours	More than 5 hours

Immunisation Requirements – Please refer to the Role Description for Risk Category and further information on the SA Health website: [Health care worker immunisation and screening requirements](#)

Risk Category	Risk Category Description
C	<p>No duties performed in an area (of the health care service) where patients and/or clients receive health care services unless:</p> <ul style="list-style-type: none">• At times of essential need; and• There is no alternative; or• There is appropriate risk mitigation in place. <p>No direct physical contact with:</p> <ul style="list-style-type: none">• Patients and/or clients, body substances or infectious material.