

So, you want to be a ...

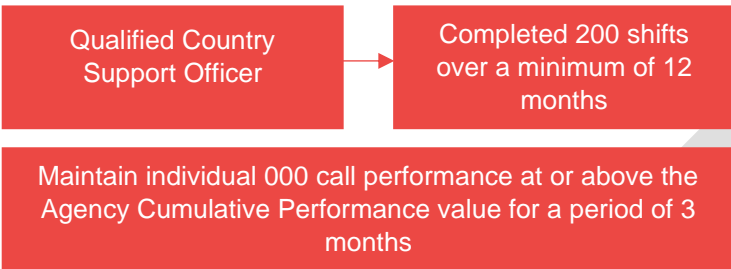


Ambulance Network Coordinator (Substantive and Pool)

The **Ambulance Network Coordinator** distributes ambulance attendances in the Metro region to the hospital Emergency Departments. The ANC will base distribution decisions on the Department of Health (DoH) requirements, while also considering the condition of the patient and the status of individual Emergency Departments. The aim is to be pre-emptive and actively manage ambulance distribution to minimize impacts of ramping on St John Ambulance resources.

- ### KEY OUTCOME AREAS
- State Operations Centre
 - Department of Health
 - Stakeholder Engagement
 - Ambulance Distribution
 - Ambulance Reporting

Prerequisites



Being an **Ambulance Network Coordinator** can prepare you for other career opportunities in St John SOC such as:

- Radio Dispatcher
- Response Time Manager

For further opportunities see the [SOC Career Pathway](#)

SKILLS AND KNOWLEDGE

- Essential**
- Understanding of SOC Guidelines
 - Advanced CAD and Mapping skills
 - Strong Multitasker
 - Excellent communicator
- Desirable:**
- Proficient in Excel and Teams
 - Dispatch trained

APPLICATION PROCESS

- When applications open**
- Apply via advertisement on BigRedSky
 - [Line Manager Feedback](#) including verification of prerequisites
 - Psychometric Testing and Interview
 - Successful applicants will be notified
 - Enrolled into relevant LMS Courses

BEHAVIOURAL COMPETENCIES

- Shows initiative
- Upholds organisational values
- Encourages engagement and establishes rapport
- Works well in a team
- Receptive to feedback

HOW DO I PREPARE?	COURSE STRUCTURE	CONTINUED EDUCATION
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- Seek feedback from others on opportunities for development including Managers and ANC (where appropriate)
- Adopt a positive attitude day to day, setting a standard of integrity
- Keep relevant SOC qualifications current and up to date

- Online LMS ANC Training Course
- 36 hours on shift mentoring with a Subject Matter Expert (SME) Mentor with mentoring **OCL**
- Final sign off by SME Mentor
- *Confirmation of course structure and content to be approved and developed by CE and SOC Management*

- Ambulance Network Coordinator** must complete the following annually
- ANC CEP LMS Module
 - EMD CEP LMS Module
 - CS or RD CEP LMS Module

QUALIFICATION

- Ambulance Network Coordinator Certificate
- ANC wage or claimable allowance ([Refer to EBA](#))