

So, you want to be a ... Communications Officer Mentor



A **Communications Officer Mentor** acts as an advisor or coach to Communications Officer Students. They provide expertise and professional knowledge to support in the mentoring phase of the Communications Officer Induction. Using leadership skills and the SBI Model, mentors will deliver constructive feedback to ensure students develop into independent Emergency Medical Dispatchers.

Prerequisites

Qualified Communications Officer (EMD)

Completed 200 shifts over a min of 12 months

Maintain individual 000 call performance at or above the Agency Cumulative Performance value for a period of 3 months

Being a **Communications Officer Mentor** can prepare you for other career opportunities in St John SOC such as:

- Communications Officer Trainer
- Staff Development Officer

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

KEY OUTCOME AREAS

- State Operations Centre
- Clinical Education
- Stakeholder Engagement
- Community First Responder
- Supports the Metro and Country Ambulance Service operating model

SKILLS AND KNOWLEDGE

- Understanding of SOC Guidelines
- Intermediate CAD and Mapping abilities
- Strong multitasker
- Effective communicator
- Situational awareness
- Adaptive to learning styles
- Calm in high-pressure environment

APPLICATION PROCESS

- Submit [Self Evaluation Form](#) to Line Manager for feedback and verification of prerequisites
- If successful, 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
- Supportive and empathetic

HOW DO I PREPARE?

- Seek feedback from others on opportunities for development including Managers and SDO (where appropriate)
- Adopt a positive attitude day to day, setting a standard of integrity
- Keep relevant SOC qualifications current and up to date

COURSE STRUCTURE

- Online LMS Mentor course
- *Further development of Mentoring Course to be implemented at later date*

CONTINUED EDUCATION

Communications Officer Mentors must complete the following annually

- Mentoring CEP LMS Module
- EMD CEP LMS Module
- [Reflective Practice Exercise](#)

QUALIFICATION

- Communications Officer Mentor Certificate
 - Claimable allowance
- [Refer to EBA](#)