

So, you want to be a ...

Radio Dispatch Mentor



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

KEY OUTCOME AREAS

- State Operations Centre
- Clinical Education
- Supports Metro and Country Ambulance Service operating models

Prerequisites

Qualified Radio Dispatcher (RD)

Completed 100 shifts over a min of 6 months across Metro and Country Radio

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

- Radio Dispatch Trainer
- Response Time Manager

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

SKILLS AND KNOWLEDGE

- Understanding of SOC Dispatch Guidelines
- Advanced CAD and Mapping abilities
- Strong multitasker
- Effective communicator
- Critical thinking skills
- Adaptive to learning styles

BEHAVIOURAL COMPETENCIES

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

APPLICATION PROCESS

- Submit [Self Evaluation Form](#) to Line Manager for feedback and verification of prerequisites
- If successful, enrolled into relevant LMS Courses

HOW DO I PREPARE?

- Seek feedback from others on opportunities for development including RTM and Dispatch Trainers (where appropriate)
- Adopt a positive attitude day to day, setting a standard of integrity
- 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

Radio Dispatch Mentors must complete the following annually

- Mentoring CEP LMS Module
- RD CEP LMS Module
- EMD CEP LMS Module
- **Reflective Practice Exercise**

QUALIFICATION

- Radio Dispatch Mentor Certificate
 - Claimable allowance
- Refer to EBA**