

# So, you want to be a ...

## Radio Dispatcher



A **Radio Dispatcher** manages the emergency response fleet across the Metro and Country Radio Networks. Led by the RTM you will work with the dispatch team, using initiative and critical thinking skills to ensure the community are attended to with an appropriate and timely response. You will be trained to utilise best practice dispatch process to achieve KPI'S.

Radio Dispatch will be trained in a staged approach. Completion of both stage 1 Country Radio and stage 2 Metro Radio are required to be deemed qualified.

### Prerequisites

Qualified Country Support Officer

Completed 100 shifts over a minimum of 6 months

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

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

- Radio Dispatch Mentor
- Response Time Manager

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

### BEHAVIOURAL COMPETENCIES

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

### KEY OUTCOME AREAS

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

### SKILLS AND KNOWLEDGE

- Understanding of SOC Country and Dispatch Guidelines
- Advanced CAD and Mapping abilities
- Strong multitasker
- Excellent communicator
- Effective planner
- Calm in high pressure environment

### APPLICATION PROCESS

#### When applications open

- Apply via advertisement on BigRedSky
- [Line Manager Feedback](#) including verification of prerequisites
- Psychometric Testing
- Entrance Exam (80% pass mark)
- Successful applicants will be notified
- Enrolled into relevant LMS Courses

### HOW DO I PREPARE?

- Seek feedback from others on opportunities for development including Managers and C-RTM (where appropriate)
- Complete geographical worksheet and revise maps on [Connect](#)
- Keep relevant SOC qualifications current and up to date

### COURSE STRUCTURE

#### Stage 1 – Country

- 48-hour Training Course
- 40 hours mentoring with a RD-M over a minimum of 10 shifts completing mentor [OCL](#).
- Final Theory and Practical Assessments

#### Stage 2 – Metro (After min 12 weeks CRD)

- 96-hour Training Course
- 60 hours mentoring with a RD-M over a minimum of 12 shifts completing mentor [OCL](#).
- Final Theory and Practical Assessments

### CONTINUED EDUCATION

**Radio Dispatchers** must complete the following annually

- Radio Dispatch CEP LMS Module
- 2-hour trainer observation

### QUALIFICATION

- Radio Dispatch Certificate
  - Claimable Allowance
- [Refer to EBA](#)