

So, you want to be a ...

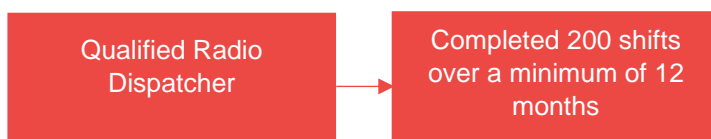


Response Time Manager (Metro and Country Substantive and Pool)

A **Response Time Manager** is responsible for proactively monitoring and advising on the distribution of resources within the metro or country regions. They ensure that operational resources are available and distributed to meet the predicted demand and performance targets. The Response Time Manager will receive and record all patient related information and performance via the performance management systems.

Those in the pool will be expected to cover both Metro and Country Response Time Manager roles when required.

Prerequisites



Being a **Response Time Manager** can prepare you for other career opportunities in St John SOC such as:

- Duty Manager
- Senior Management Positions

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

KEY OUTCOME AREAS

- State Operations Centre
- Clinical Education
- Stakeholder Engagement
- Occupational Health and Safety
- Community First Responder

SKILLS AND KNOWLEDGE

- Understanding of SOC Dispatch Guidelines
- Advanced CAD and Mapping abilities
- Strong multitasker
- Effective communicator
- Ability to manage performance and implement quality systems
- Calm in a high-pressure environment

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?

- Seek feedback from others on opportunities for development including Manager and RTM (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 RTM 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.*

CONTINUED EDUCATION

Response Time Manager must complete the following annually

- RTM CEP LMS Module
- RD CEP LMS Module
- EMD CEP LMS Module (Pool)

QUALIFICATION

- Response Time Manager Certificate
- RTM wage or claimable allowance [Refer to EBA](#)