

So, you want to be a ...

Shift Development Officer



A **Shift Development Officer** will contribute to the ongoing development of Communications Officers through delivery of case reviews, training packages, CAD developments and Operational Updates. They ensure all staff have the required competencies to feel confident and supported in their work environment.

Prerequisites

Qualified Communications Officer Mentor

EMD Mentor for min of 12 months

Completed a min of 16 shifts as a mentor

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

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

- Education Program Coordinator
- Quality Assurance Officer

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

KEY OUTCOME AREAS

- State Operations Centre
- Clinical Education
- Quality Assurance
- Stakeholder Engagement
- Community First Responder

SKILLS AND KNOWLEDGE

Essential:

- Understanding of SOC Guidelines
- Advanced CAD and Mapping abilities
- Effective communicator
- Adaptive to learning styles

Desirable:

- Training experience

APPLICATION PROCESS

When applications open

- Apply via advertisement on BigRedSky
- [Line Manager Feedback](#) including verification of prerequisites
- Psychometric Testing
- 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 Managers, SDO and Trainers (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

- IAED EMD-Q Course
- IAED Mentor Course
- *Further Development of Training Course to be implemented at later date*

CONTINUED EDUCATION

- Shift Development Officer** must complete the following annually
- EMD CEP LMS Module
 - Mentoring CEP LMS Module
 - Maintain EMD-Q Certification

QUALIFICATION

- Shift Development Officer Certificate
- EMD-Q Certification
- SDO wage – [Refer to EBA](#)