

**STRONG CANDIDATE IDENTIFIED**

<b>Position</b>	Ambulance Dispatcher
<b>Location</b>	Jamaica Red Cross Headquarters, Central Village, St. Catherine
<b>Reports To</b>	Resource Mobilization Administrator
<b>Work hours</b>	8:30 am – 4:30 pm
<b>Remuneration</b>	TBD
<b>Period of Engagement</b>	March 28 – November 30, 2023

**Background**

The Jamaica Red Cross is part of the International Federation of Red Cross Crescent and Red Cross Societies. This is the world's largest humanitarian organization, with 192 National Societies. The organization acts before, during and after disasters and health emergencies; in order to meet the needs and improve the lives of the vulnerable people. Our work is guided by the seven fundamental principles Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality and our humanitarian values the people, integrity, partnership, diversity, leadership and innovation, and by Strategy 2020, which voices our collective vision and determination to move forward in tackling the major challenges that confront humanity in the present decade.

The mission of the Red Cross Movement is to improve the lives of vulnerable people by mobilizing the power of humanity.

**Candidate Profile**

The Jamaica Red Cross Ambulance Unit is seeking an individual with proven experience and skills in dispatching to undertake duties in the position of Ambulance Dispatcher.

**Purpose of the Assignment**

The overall objective of the position is to execute tasks as the Ambulance Dispatcher in the Ambulance Unit in accordance with the outlined objectives and agreement between the Jamaica Red Cross, and the driver. The candidate will carry out various driving related activities. He/she performs various tasks to ensure a prompt response to calls for the ambulance service.

**Duties and Responsibilities**

- Handling initial calls for emergency and non-emergency situations
- Assessing the nature of calls and determining a proper response in keeping with established protocols.
- Logging call information, such as caller's name, location, patient name and parties involved, nature of the call and any other pertinent details
- Relay all relevant information to the Ambulance Team

- Ensuring the Ambulances are always in a state of readiness and appropriately stocked prior to going on assignments.
- Record and report all incidents in a timely manner
- Track ambulances after dispatch and maintain relevant records

#### **Duties applicable to all staff**

1.	Actively work towards the achievement of the Jamaica Red Cross goals
2.	Abide by and work in accordance with the Red Cross principles
3.	Perform any other work-related duties and responsibilities that may be assigned by the line manager

#### **Required Skills:**

- Must be able to read and write, and communicate professionally and effectively with employees and managers
- Ability to complete forms and write simple reports
- Demonstrate effective listening skills in order to listen carefully and collect relevant details
- Must possess the capacity to manage and coordinate a variety of tasks e.g., answer calls, collect vital information, coordinate responders etc.
- Ability to effectively communicate the nature of an emergency and coordinate the appropriate response
- Capacity to show empathy and the ability to see things from other people's perspective and be understanding of their needs
- Decision making skills are essential as dispatchers must be able to quickly determine the correct response
- Computer skills are essential as dispatchers must be able to type the details of calls into computers as well as prepare reports.
- Must exercise Speed and accuracy when responding to emergencies
- Procure items for the Unit
- Submit pay bills for the Unit

#### **Education and Experience:**

- 3 CXC subjects or equivalent, including Mathematics and English
- Knowledge of Medical items and retention date
- Training in dispatching
- At least two (2) years' experience in dispatching

#### **Reporting Arrangements & Place of Work**

<b>Position</b>	Ambulance Dispatcher
<b>Location</b>	Jamaica Red Cross – NHQ
<b>Reports to</b>	Resource Mobilization Administrator
<b>Work Hours</b>	Monday – Friday; 8:30am -4:30pm (40 hrs./week)
<b>Remuneration</b>	TBD
<b>Period of Engagement</b>	8 months (Full-Time)
<b>It is anticipated that the candidate will commence duties on March 28, 2023</b>	

The Ambulance Driver will work from the Jamaica Red Cross National Headquarters in Central Village, St. Catherine and will also be required to undertake administrative duties as required throughout the duration of his/her contract.

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