



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Emergency Medical Dispatcher, Med-Response	
Position Number	Community	Division/Region
48-14085	Yellowknife	Corporate and Support Services / Territorial Operations

PURPOSE OF THE POSITION

The Emergency Medical Dispatcher, Med-Response provides emergency medical call taking / triage and dispatch services for a single Emergency Medical and Support dispatch service (virtual advice, assessment and referral centre) that serves every community in the Northwest Territories.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̄ch̄q regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̄ch̄q Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Authority (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA. Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

Located in Yellowknife, the Emergency Medical Dispatcher, Med-Response (Dispatcher), reports to the Territorial Manager, Med-Response (Manager) and is responsible for the provision of emergency medical services call answering / triaging, including providing emergency / triage care via telephone, collecting patient information and demographics and coordinating eHealth consults. The Dispatcher also assists in triage in emergency situations when the incumbent manages the flow of calls within Med-Response.

The incumbent liaises with and takes clinical direction as required from the Manager, the Emergency Medical Coordinator (Registered Nurse) and may access the Medical Director (Physician) who may be available on site or via telephony or virtual services. This position follows clinical dispatch, patient care, and transport protocols for all Med-Response services.

The decisions made by the incumbent and the advice given will have a direct impact on the health of patients across the NWT.

As this is an emergency based service, this position will participate in shift, weekend, or on-call responsibilities as required ensuring continued un-interrupted operation of the service.

RESPONSIBILITIES

1. Provide full functions of emergency medical services call answering/triaging, including providing emergency/triage care via telephone, collecting patient information & demographics and coordinating eHealth consults.

- Answers all calls coming to the centralized emergency dispatch (Med-Response Call Centre).
- Provides referrals to Emergency Medical Coordinator, Med-Response and/or Territorial Emergency Medical Specialist.
- Assists, as requested, with arranging air ambulance travel and providing patient care details to transport providers.
- Coordinates effective patient flow and capacity management.
- Provides preliminary assessment of patient needs and care requirements to ensure safe and correct referral of patients, particularly with other Med-Response staff (RNs) are occupied.
- Clearly documents patient information on patient records - both manually & electronically.
- Understands and abides by all applicable policies, procedures and guidelines.
- Applies emergency triage skills to each situation.
- Assists remote technicians with support of communication/dispatching equipment (i.e. restarting equipment, ensuring connections are correct, units plugged in, etc.).
- Communicates detailed patient destination Information in multi-casualty incidents.
- Assists with flight coordination, and dispatches air ambulances in collaboration with the Territorial Emergency Medical Specialist and the Emergency Medical Coordinator, Med-Response, dispatching and monitoring system wide based on system resource availability and triaged patients.

- Assists with the coordination of all Neonatal Intensive Care Unit (NICU)/Pediatric Intensive Care Unit (PICU) air ambulances.

2. Assists with communication with care partners.

- At the request of the Manager and the Emergency Medical Coordinator (RN), Med-Response, Dispatcher contacts specific NWT hospitals or Referral Access Advice Information Destination (RAAPID) in Alberta to determine bed capacity for purposes of supporting referrals.
- Supports the Territorial Emergency Medical Specialist, and the Emergency Medical Coordinator, Med-Response as requested in determining repatriation options.
- Liaises between unit staff and others with regards to referrals and concerns as requested.
- Supports positive relationships with care facilities, Patient Care Coordinators, Charge nurses, Clinical Coordinators and all other staff involved in patient movement into or out of care facilities.

3. Supports the effective operations of the unit in delivering service to NWT residents.

- Supports a client focused, team approach in the delivery of services.
- Establishes and maintains an open communication link with all staff within the work groups, as well as peer groups.
- Maintains records for the unit in identified formats.
- Contacts sending facilities to obtain patient demographics as necessary.
- Ensures that electronic medical records accurately reflect patient information.
- Prepares documents (paper or electronic) to support referrals and repatriations.
- Assists with equipment maintenance.
- Implements all new policy and procedures as well as those that are updated and reviewed.
- Understands and enforces privacy and access to information Acts, processes, and policies.
- Ensures reporting and data entry in information systems is accurate and to standard.
- Follows Standard Operating Procedures (SOP) and provides recommendations for updating as required.
- Ensures that personal competencies and certifications in areas of practice required for the position are up-to-date.

4. Provide telecommunicator, surge, break and meal-time support to NWT 9-1-1.

- Provide call taking and call processing for emergency services (medical, fire, policing, rescue, etc.) to the residents and patients of the NWT and contracted fee-for-service areas consistent with the vision and mission of the GNWT.
- Respond to emergency and non-emergency calls and transfer to appropriate agencies, and connect in TTY, text to 9-1-1 and third-party interpretation services, if required.
- Provide direct dispatch services for GNWT remote rescue services, including having sole authority over the emergency scene until the first responding crew establishes scene control.

- Maintain communications and benchmarking with on-duty units/officers, status keeping and officer safety as defined in specific fee-for-service contracts.
- Ensure responses to calls for service meet quality assurance standards for timeliness, accuracy, prioritization, completeness, professionalism, dispatch of appropriate resources and recommendations for alternate resources in matters not requiring emergency response.
- Follow and work within all applicable standard operating procedures, policies, guidelines, and organizational core values.
- Ensures any continuing education, such as recertification training is completed before qualifications are outdated, and/or prior to any new service which requires certification.

WORKING CONDITIONS

Physical Demands

The Dispatcher works 12-hour shifts (night and day shifts), sitting at a dispatch workstation in order to provide emergency services. The incumbent is able to alternate sitting and standing, perform desk stretches, and take breaks following critical incidents, however the incumbent must be relieved before leaving the workstation, including at the end of a shift.

Environmental Conditions

The telecommunicator room is a loud (radio, phone, computer), fast-paced work environment. The workstation is comprised of two computer terminals, six to ten monitors, two phones, radio equipment, communication-impaired devices and a specialized software-integrated desk.

Sensory Demands

Dispatchers use a combination of vision and hearing throughout the shift when providing emergency responses. The Dispatcher will make ongoing assessments based on what is heard from the caller and/or a care provider, sometimes simultaneously.

Mental Demands

The Dispatcher will have direct daily exposure to emergency situations, which will include illness, injury, violence, grief and other forms of direct and vicarious trauma. There is no control over work pace, volume of calls, or nature of calls. The position encounters competing, urgent priorities, certainty of unpleasant incidents, and high potential of residual trauma.

The incumbent may experience uncertainty in knowing what to expect while at work, and concern about being responsible for the lives of patients and their families, health of communities, risk of assault and unknown and predictable situations. As well, there is a probability that at some point the incumbent will handle a call involving known persons.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and an ability to apply pre-hospital care processes (assessment, planning, implementation and evaluation).
- Knowledge of the *Access to Information and Protection of Privacy Act*.
- Knowledge of biological, physical and behavioural sciences.
- Knowledge and ability to use and follow the Emergency Communications Centre, NWT 9-1-1, NWT Alert Ready, and Med-Response operational policies, procedures and processes (available post-employment only).
- Skilled in the use of the primary control console and radio/cell/telephony/dispatching systems, digital logger & communication recall, electronic aircraft tracking systems, video conferencing equipment, electronic medical records, and any other eHealth systems required in the day-to-day operations of the Med- Response.
- Ability to use and administer emergency communications radio systems, phone systems and NWT Alert Ready.
- Ability to think analytically and relationally while solving complex problems.
- Interpersonal skills in order to effectively communicate orally and in writing.
- Ability to demonstrate leadership, initiative and professional judgment.
- Organizational, time management, and project management skills.
- Ability to maintain calm, exhibiting controlled and professional behavior at all times on shift.
- Ability to use all available eHealth toolsets (interoperable Electronic Health Record (iEHR) Electronic Medical Records (EMR), Picture Archiving and Communication System (PACS), Laboratory, Telehealth, etc.) available in the provision of patient care, coordination of advanced/referral care services, and the reporting from eHealth systems.

Typically, the above qualifications would be attained by:

Certification or degree in Emergency Communications and Response, or in pre-hospital emergency medical care above first responder levels (e.g., Emergency Medical Dispatcher, Emergency Medical Responder, Emergency Medical Technician, Paramedic) plus two (2) years of experience as a first responder.

OR

Emergency Medical Dispatch training with two (2) years of direct critical care and triage experience.

Other combinations of relevant education and experience will be considered.

Direct experience working in emergency services within the NWT, Northern community experience, and/or experience working with NWT eHealth systems would be considered assets.

ADDITIONAL REQUIREMENTS

As condition of employment the Emergency Medical Dispatcher, Med-Response must complete and pass the following prerequisites within the first year of employment, obtain and maintain the following licenses and certificates:

- Telecommunicator-specific eight-hour stress management course;
- Participate in the Telecommunicator Acute/Chronic Stress Management Program;
- Basic training of the Emergency Medical Dispatcher position (provided before doing live calls);
- Valid cardiopulmonary resuscitation (CPR-C) and wilderness first aid certificate; and
- Complete Incident Management System/Incident Command System training level 200.

Training and certification in NWT 9-1-1 and Med-Response processes and systems will be provided before the incumbent begins to provide services.

Position Security

- ☐ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☒ Highly sensitive position – requires verification of identity and a criminal records check

French Language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

Indigenous Language: Select Language

- ☐ Required
- ☐ Preferred