



Public Safety Communications Officer (911 Dispatch)

Company: MEDACOM Atlantic

Location: Charlottetown, PEI

- 229 Sherwood Rd., Charlottetown PE

Posting Date: December 7th, 2022

- *Unionized environment*

Term: Casual

- *Full Time and Part Time Permanent Opportunities Available!*
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How to Apply:

If you are interested in applying for this role, please send your Resume and Cover Letter to hr@islandems.ca. Include the competition number #3305 in the files' title, along with your first and last name.

Competition Closes: December 23rd, 2022

About MEDACOM Atlantic:

We are currently seeking Communication Officers for our Charlottetown base. **MEDACOM Atlantic** is a subsidiary of Medavie Health Services, and operates as Prince Edward Island's Primary Public Safety Answering Point (PSAP); answering all 911 calls for the province. **MEDACOM Atlantic** provides emergency and non-emergency dispatch service for Island EMS (ground ambulance) and 34 volunteer fire departments across the Island. If you have an interest in fast-paced communications and community support services— this opportunity is for YOU!

Our organization provides a 6-week paid training program that instills confidence, high-skilled communication techniques, and proper procedure for every emergency situation. In this role, the Communications Officer reports directly to the **MEDACOM** Operations Manager and is responsible for the following:

Working Conditions:

- Unionized environment
- As MEDACOM is a 24hr emergency service, the successful applicant must be available to work days, evenings, nights and weekends, and holidays
- Must be able to work 10-12 hour shifts
- Dress code: Uniform
 - Maintaining a clean and professional appearance (uniforms are provided)
 - Uniform is provided by Employer

Requirements:

- Grade 12 (or equivalent)
- Additional education in Communications is an asset
- Work experience in a similar environment is an asset. For example:

- *Technology*
- *Communications*
- *Customer Service*
- *Online medical support, etc.*
- Excellent English language
- Excellent computer proficiency
- Successful candidates must provide the following, issued within the last 12 months:
 - Valid CPR Level C certification
 - Criminal Record Check with vulnerable sector
- Successfully complete aptitude test (Critical)
- Successfully complete internal training (6 weeks) including:
 - Standard Employment Hearing Assessment
 - Emergency Medical Dispatcher Certification (EMD) course provided by the employer.
Employee is responsible for maintaining certification every 2 years.
 - Paid in-house classroom & OJT program
- Bilingual is an asset

Day-to-Day Responsibilities:

- Reporting to the Operations Manager
- Answering and handling 911 calls (as per *Standard Operating Procedures*). This includes the provision of Emergency Medical Dispatch instructions for emergency situations such as CPR, childbirth, choking, bleeding control, etc. and more (through use of *Medical Priority Dispatch System*)
- Delivering emergency service dispatching
- Delivering high-quality customer service for all customers/patients
- Monitoring and coordinating the movement of Island EMS resources
- Booking and coordinating non-emergency ambulance transfers
- Maintain daily reporting
- Managing handoffs, off-load delays, out of province coordination, emergency department back logs, and shift over-runs
- Building and maintaining strong relationships with the internal Shift Captains & Teams
- Report on internal and external service inquiries (through reporting)
- Collaborate with team members
- Information sharing

Skills and Attributes:

- Fluent in English
- Ability to thrive in a fast-paced work environment
- Excellent communication
- Calm in high-stress work environments
- Active listening skills
- Excellent computer proficiency
- Attention to detail
- Documentation skills
- Critical thinking/decision making
- Ability to multi-task with little direction



- Confidence in decision making
- Organized
- Possess a confident and strong telephone presence

Interpersonal Requirements:

- Strong desire to help others through public service
- Energetic
- Confidence
- In high stress situations you are calm, assertive when necessary, and able to quickly summarize information you receive
- Collaborative

We thank all candidates for expressing interest. Please note only those selected for interviews will be contacted.

About Medavie Health Services:

Medavie Health Services is a national leader in primary health care solutions, the largest contracted provider of emergency medical services in Canada and delivers care in remote communities as part of our contract with Indigenous Services Canada.

Together, with our compassionate network of 4,300 health care professionals in six provinces, we have a long history of providing innovative community paramedicine programs and delivering mobile integrated health services across the country.

Every day, our team provides high-quality patient care through ground and air ambulance services, medical communications, mobile integrated health/community paramedicine programs, 911 Public Safety, 811 Telehealth, home health care, as well as clinical training.

Medavie Health Services is part of Medavie, a health solutions partner. Together with Medavie Blue Cross, we are committed to providing innovative solutions that will improve the wellbeing of all Canadians.

We are proud to invest in communities to help address some of Canada's most pressing health care challenges.