



Competition # MD2022-01 Emergency Medical Dispatcher

Part Time
Saskatoon, SK

At Medavie Health Services West, our team members are dedicated to building a healthier Canada and supporting the needs of the culturally diverse communities we serve. We are looking for an **Emergency Medical Dispatchers (EMD)** that lives our core values being Caring, Accountable, Responsive, Innovative and Community-minded. Reporting to the Manager of the Medical Communication Coordination Center (MCCC), the EMD will answer emergency calls, dispatch ambulances, and keep excellent detailed records of each call.

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.

The position entails, but is not limited to the following:

- Answers telephone calls (emergent and administrative) promptly and courteously.
- Receive and process emergency medical calls according to NAED protocol, providing pre-arrival instructions when appropriate.
- Mandatory adherence to Medical Priority compliance standards.
- Dispatch ambulances, first responder groups, or other personnel and equipment as needed to handle all requests for assistance.
- Notify and update external agencies as appropriate.
- Maintain accuracy in the recording of information related to the delivery of emergency services or other services required of the MCCC.
- Monitor the status of all units displayed on the Computer Aided Dispatch (CAD) status screens to determine their availability to respond to calls for service.
- Keep responders informed, as information is available, by way of Mobile Data Terminal (MDT), updates and radio transmissions.
- Ongoing status checks to ensure crew safety.
- Promptly acknowledge all radio messages and take appropriate action.
- Display a calm, articulate, polite and concise manner when call taking or broadcasting.

Skills and Attributes:

- Excellent communication.
- Excellent and active listening skills.
- Excellent computer proficiency.
- Excellent attention to detail and documentation skills.
- Critical thinking and decision making.
- Ability to multi-task with little direction.
- Ability to thrive in a fast-paced work environment.
- In high stress situations you are calm, assertive when necessary, and able to quickly summarize information you receive.
- Collaborative.
- Organized.
- Possesses a confident and strong telephone presence.

Requirements:

- Emergency Medical Dispatcher (EMD) certificate.
- Cardiac Pulmonary Resuscitation (CPR), Automatic External Defibrillator, (AED.)
- Current criminal record check.
- Must have completed Grade 12 (or equivalent.)
- Must have a minimum typing speed of 35 WPM.
- APCO Basic Tele-communicator certificate is an asset.
- Medical Terminology course is an asset.
- WHMIS Course - Workplace Hazard Material Information Systems is an asset.
- Provide proof of COVID-19 Immunization or able to follow testing requirement in accordance with 7315MHSW SK COVID-19 Immunization Policy.

Salary: Pay is in accordance with the IAFF Local 3270 Collective Agreement (2021).

If you are interested in working with a dynamic team of professionals and possess the necessary qualifications, please send your **resume with cover letter**, and all other requested documents to mhswestcareers@medaviehs.com. Please include the **competition number** in the file name along with your **first and last name**. **Incomplete applications will not be considered.**

Competition closes **January 28, 2022 at noon.**

We would like to thank all candidates for expressing interest. Please note only those selected for the process will be contacted.

Medavie Health Services West is committed to the principle of equal opportunity in its employment practices and to providing an environment free from discrimination and harassment for all employees.