ACT Government
Justice and Community Safety

POSITION DESCRIPTION

Directorate: Justice and Community Safety

Division: *Emergency Services Agency*

Business Unit: *ACT Ambulance Service*

Position Title: *Emergency Call Taker*

Position Requirements: *WWVP,* A current Advanced First Aid Certificate (HLTAID014), or ability to obtain, is desirable

Position Number: *P22897, Several*

Classification: *Ambulance Support Officer 1*

Location: *Fairbairn,* Ngunnawal Country

Last Reviewed: *18/09/2026*

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and support a democratic society;
- Strengthens community safety;
- Protects people's legal and human rights and interests;
- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister

- Attorney-General
- Manager of Government Business
- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

DIVISION OVERVIEW

The Emergency Services Agency (ESA) is responsible for emergency management and related support arrangements in the Territory. The Agency's four operational services are ACT Ambulance Service, ACT Fire and Rescue, ACT Rural Fire Service and the ACT State Emergency Service.

The Emergency Services Agency undertakes to:

- provide emergency services 24 hours per day every day of the year
- provide its services efficiently and effectively within resource allocations
- ensure that compliance activity meets legislative standards on all occasions
- use best practice in the provision of assistance for emergencies and the conduct of community education and awareness programs; and
- train and equip our people to maintain readiness and deliver emergency services to meet agreed standards and benchmarks.

Further information can be obtained on the ESA Website http://www.esa.act.gov.au

BUSINESS UNIT OVERVIEW

The ACT Ambulance Service (ACTAS) provides emergency, non-emergency, and aero-medical services to the ACT community, in addition to supporting other emergency services in the delivery of their responsibilities. ACTAS delivers these services from nine ambulance stations and the Communications Centre (ComCen) on a 24/7 basis, as well as from ESA Headquarters, ESA Training Centre and the TOLL SouthCare Helicopter.

The ComCen provides emergency communications and logistics via Emergency Call Takers, Emergency and Non-emergency Dispatchers, Paramedic Clinicians, and the CCO. The ComCen team manages preliminary calls for emergency, non-emergency, and general assistance, while working in

a specialised team to achieve organisational objectives. Further information can be obtained on the ACTAS website https://esa.act.gov.au/ambulance

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, and the additional values of Emergency Services Agency as prescribed for this Directorate, as well demonstrate the related signature behaviours.

POSITION OVERVIEW

The Emergency Call Taker (ECT) supports the ACT Ambulance Service in ensuring the service meets its obligations under the *Emergencies Act 2004.* ECTs are the preliminary recipients of emergency and non-emergency calls in Canberra, interacting with members of the ACT community to provide 24/7 emergency and non-emergency service assistance in a clear, effective, and supportive manner.

The primary responsibility of ECTs is to professionally manage Triple-Zero calls to ensure compliance with ACTAS prescribed policies and procedures. Similarly, they are responsible for handling the receipt of both emergency and non-emergency calls whilst ensuring best practice and service. ECTs conduct primary appraisal of the nature of the call, determine appropriate triage and case grading, and facilitate appropriate progression of emergency incidents, such as ensuring all information obtained is accurate, relevant, and recorded promptly in the Computer Aided Dispatch (CAD) software or appropriate alternate record keeping systems.

ECTs work in a complex, fast paced, and dynamic environment with frequent exposure to emotionally and psychologically demanding, traumatic, and critical incidents. To support psychological resilience, ACTAS offers an Employee Assistance Program (EAP) providing mental health support, counselling, proactive management, and holistic wellbeing care to employees. Additionally, staff from across multiple workgroups, who have volunteered to undertake additional training to become Peer Support Officers (PSO's) are widely utilised.

This is a Category A position. This position involves rostered shift work (4 shifts on, 4 shifts off), including nightshifts, public holidays, and weekends.

WHAT YOU WILL DO

Under limited direction of the Ambulance Manager, ACTAS Communications Centre, the Emergency Call Taker will:

1. *Undertake a 6-week training course (normal business hours), followed by a 6 -week, one-on-one mentoring period within the Emergency Communication Centre (rostered shift work).*

2. *Upon successful completion of the mentoring period, you will enter a consolidation period where you will operate independently within the Communication Centre for the remainder of the probationary period.*

3. *Answer all incoming telephone calls, with priority given to emergency Triple-Zero calls*

4. *Ascertain nature of emergency and create incident cases within CAD in accordance KPI timeframe. Ensure all relevant information is obtained promptly and recorded accurately within the CAD system, in accordance with policies, processes, and the Territory Records Act 2002.*

5. *Utilise call, voice, and compliance control techniques in a reassuring and supportive manner with callers who may be distressed, angry,*

6. *Maintain situational awareness of ComCen during calls and adapt to rapidly changing information and liaise with CCO, Dispatchers, and Clinician to ensure operational requirements are met.*

7. *Provide first aid advice to callers for an array of medical emergency situations; provide pre-arrival instructions to meet the needs of the caller*

8. *Ensure that difficulties or problems are referred to the appropriate subject matter expert or the shift supervisor.*

9. *Receive requests for services by means other than by telephone and refer general enquiries to appropriate areas of the organisation.*

10. *Report equipment failure or faults.*

11. *Assist other Comcen staff as required*

12. *Participate in quality reviews, competency assessments, and benchmarking processes to assist in identifying training needs and use outcomes to maintain required skill level.*

13. *Participate in ongoing training and professional development.*

14. *Maintain caller privacy, confidentiality and records in accordance with relevant legislation, such as the Privacy Act 1988.*

15. *Model and implement the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect, Equity and Diversity Framework.*

16. *Undertake other duties appropriate to this classification which contribute to the effective and efficient operation of the Agency, as directed.*

17. *This position does not involve direct supervision of staff.*

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated computer literacy, including Windows suite or similar computer applications.
2. Clear verbal communication skills, including the ability to engage in active listening to elicit information from callers.
3. Demonstrated ability to prioritise multiple streams of information for complex tasks.

Behavioural Capabilities

1. Demonstrated experience of strong interpersonal skills, emotional intelligence, and diverse life experiences.
2. Demonstrated sound written communication skills, including the ability to accurately record data.
3. Ability to work collaboratively as part of a team, and autonomously.

Compliance Requirements/Qualifications

1. A current Advanced First Aid Certificate (HLTAID014), or ability to obtain, is desirable.
2. Certificate III in Ambulance Communications (Call Taking), or the aptitude to undertake training provided by ACTAS. *Note: Successful applicants without this qualification will be temporarily appointed to the role, with permanent appointment subject to successful completion of the qualification within 12 months.*
3. Consent to a pre-employment National Police Record Check.
4. A current Working with Vulnerable People (WWVP) registration (must be continuously maintained for this role).
5. Demonstrate touch-typing skills of 30 words per minute, with 95% accuracy. Validation of typing speed and accuracy will be necessary to progress to interview.
6. To be eligible for permanent or temporary employment within the ACT Public Service (ACTPS) you must be an Australian citizen, a permanent resident or hold a valid work visa.
7. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.
8. Completed vaccination forms (found in attached Documents).
9. Successful completion of psychometric testing prior to employment.

VACCINATION REQUIREMENTS

All candidates, at the time of application, must complete the following documentation relating to vaccination requirements for Category A/EPP roles.

- ACT Government/ACTAS Vaccination Record Certificate of Compliance Form (found in attached Documents)
- ACT Government/ACTAS Undertaking /Declaration Form (found in attached Documents)
- ACT Government/ACTAS Tuberculosis (TB) Assessment Tool (found in attached Documents)

The commencement of successful candidates will be subject to compliance with vaccination requirements applicable to their role.

In addition to meeting the above requirements, candidates applying for Category A/EPP roles (such as Flight Paramedics) are also required to know their Blood Borne Virus (BBV) status and be prepared for testing for the Hepatitis B Virus (HBV), the Hepatitis C Virus (HCV) and the Human Immunodeficiency Virus (HIV) at least one every three years, as set out in the Australian national guidelines for the management of healthcare workers living with, or exposed to, blood-borne viruses.

Further information on the ACTAS Occupational Assessment, Screening and Vaccinations Against Specified Infectious Diseases Standard Operating Procedure can be found here.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of *Emergency Call Taker (position number 22897, Several)* and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent overtime	Frequently
Rostered shift work	Frequently

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Frequently
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally

Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Frequently

TRAVEL	**FREQUENCY**
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	**FREQUENCY**
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Frequently

OTHER	**FREQUENCY**
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally