

Job Title: CALL TAKER PARAMEDIC SERVICES

Job ID: XXXX

Job Category: Emergency, Fire and Paramedics Services

Division & Section: Toronto Paramedic Services, PS Toronto Central Amb Control Centre

Work Location: Emergency Service Headquarters, 4330 Dufferin St

Job Type & Duration: Part-time, Temporary (up to one year)

Hourly Rate: \$32.97 - \$36.13 Please note: The salary reflects 2019 rates

Shift Information: Monday to Sunday, Rotating 12 Hour Shifts, Hours per week varies

Affiliation: L79 Unit B PT

Number of Positions Open: Multiple

Posting Period: DD-MMM-YYYY to DD-MMM-YYYY

Toronto is Canada's largest city, the fourth largest in North America, and home to a diverse population of about 2.8 million people. Consistently ranked one of the world's most livable cities, we are a global centre for business, finance, arts and culture. Join the award-winning Toronto Public Service as Call Taker Paramedic Services within our Toronto Paramedic Services Division.

Major Responsibilities:

- Provides outstanding customer service to all external and internal customers, including co-workers.
- Receives and processes all requests for ambulance service.
- Determines nature and urgency of requests for service and prioritizes relative to algorithm chart procedure.
- Confirms incoming information with caller, inputs data into computer, and routes same to dispatch desk together with any additional information provided by allied agencies e.g. Police, Fire Services, etc.
- Adheres to all protocols, procedures and practices relative to the call receiving function as provided through ongoing training and continuing dispatch education.
- Answers inquiries from public, agencies, etc. related to Paramedic Services.
- Maintains open communication with neighbouring EMS Communication Centres to effectively coordinate seamless, cross-border response to both emergency and non-emergency call requests.
- Fosters and maintains a cooperative working relationship with allied emergency services communication personnel.
- Consistently meets all Toronto Paramedic Services and Ministry of Health and Long Term Care performance expectations including minimum accreditation call performance compliance.
- Demonstrates complete integrity at all times.
- Protects the confidentiality and privacy of each patient's personal health information in accordance with the Personal Health Information Protection Act (PHIPA) at all times.

Key Qualifications:

Your application must describe your qualifications as they relate to:

1. Must have Grade 12 diploma or equivalent as approved by Ontario Ministry of Education.
2. Experience and/or education required in public safety, health related fields, including but not limited to EMS, Police, and Fire Communications, Paramedicine, Nursing, Air Traffic Control, Telecommunications and Health Sciences.
3. Dynamic customer service experience in a fast-paced, complex and multi-tasking environment.

You must also have:

- Ability to manipulate data with accuracy, thoroughness and strong attention to detail.
- Ability to communicate effectively and clearly in English (both written and verbal) under stressful conditions.
- Ability to exercise sound judgment and decision making ability when dealing with members of the public, allied agency personnel and co-workers.
- Ability and dexterity to work for sustained periods of time handling call-taking functions using a multi-line telephone system while physically connected to a computer-aided dispatch console.
- Ability to complete incident reports as per legislation.
- Ability to handle confidential and personal information and ensure the confidentiality of records containing personal information under the custody or under control of CACC.
- Ability to identify and prioritize critical tasks efficiently and effectively while working in a multi-tasking high pressure environment.
- Ability to appropriately respond to rapidly changing circumstances and ever changing technological systems.
- Ability to apply learned skills in practical, real time environment.
- Highly developed interpersonal skills with the ability to work effectively both independently and as a member of a team.
- Ability to improve, learn and grow from constructive feedback
- Excellent keyboarding skills equivalent to 40 wpm at 90% accuracy rate or above.
- Advanced knowledge of Microsoft Windows in a multi-screen computer environment.
- Ability to work 8, 10 or 12-hour rotating shifts including days, nights, weekends and statutory/religious holidays.
- Ability to maintain Emergency Medical Dispatcher certification in accordance with standards set by the International Academies of Emergency Dispatch (IAED).
- Hearing and vision appropriate for call-taking functions are required.
- Candidates must possess and provide current and valid certification in CPR (minimum level C) and Standard First Aid (SFA) from a recognized training agency prior to interview stages (see 'NOTES:' section for additional details.)
- Successful candidates will be required to complete a three (3) day Certification course in Advanced Emergency Medical Dispatcher by the International Academies of Emergency Dispatch (IAED) prior to start date at the applicant's own expense.

NOTES:

Special Instructions

Candidates will be required to provide the following documentation upon request **prior to being scheduled in for an interview**. If these documents are not provided, candidates will not be considered further in the hiring process.

- Education – Grade 12 or an approved equivalent in accordance with the Ontario Ministry of Education
- Current and valid certification in CPR (minimum level C) and Standard First Aid Certification. Approved providers are listed on the WSIB Ontario website.

Additional Information

- Applicants requiring a certified copy of their Secondary School Transcripts or education equivalency documentation can contact the appropriate office(s) listed on our Toronto Paramedic Services Recruitment website.
- All additional educational documents listed in the resume and/or application, **may** be requested.

- Refer to TPS website for additional information on the Division, Call Taker recruitment process and requirements.

We thank all applicants and advise that only those selected for further consideration will be contacted. NOTE TO CURRENT CITY OF TORONTO CUPE LOCAL 79 PART-TIME

EMPLOYEES: If you are a current City of Toronto Local 79 part-time employee, you must indicate that you are a "**Current Part-time employee**" in question 3 of the "City of Toronto Employment History" section of your on-line application form, and provide your "**Employee Number**" in order to be considered for this job opportunity as part of your application process.

Equity, Diversity and Inclusion

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to employment equity.

Accommodation

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability related accommodation during the **application process** is available upon request. Learn more about the City's Hiring Policies and Accommodation Process.