



EMERGENCY MEDICAL DISPATCHER

Recruitment
Information
Guide



Introduction

Thank you for your interest in working with the Queensland Ambulance Service (QAS).

This booklet provides information on the recruitment and selection process for the Emergency Medical Dispatcher (EMD) position.

This information should be read in conjunction with the QAS Applicant Information Kit and the EMD Role Description, available on the [QAS website](#).



The Recruitment and Selection Process

There are five (5) stages to the EMD Recruitment and Selection Process.



- » Successful applicants will be offered appointment to the EMD position at the conclusion of stage 5.
- » Applicants deemed not competitive may receive notification at any of the relevant stages.

Stage 1

Application

Applications can be submitted via the Emergency Medical Dispatcher page of the [QAS website](#). The online application form will take approximately 45 minutes to complete. Please have all evidence on hand prior to commencing the online application form as you will not be able to submit your application without attaching all required documents.

The online application comprises of two sections:

1. Personal details and employment history, which includes uploading identity and application documents.
2. Behavioural and Job Expectations Questionnaire, where you will be required to provide responses to a series of job specific questions.

Eligibility requirements

Ability to work in Australia:

You must have the ability to work in Australia, i.e. Australian Citizenship, New Zealand Citizenship, Australian resident status or a valid permanent work visa. For further information regarding work visas, refer to the Australian Immigration and Border Protection Authority. Certified evidence proving your ability to work in Australia (Australian birth certificate, passport or work visa) is required to be provided at the time of application.

First Aid and CPR qualifications:

- » You are required to hold a First Aid qualification (HLTAID003) or be willing to obtain this when required during the recruitment process.
- » You are required to hold a Cardiopulmonary Resuscitation qualification (HLTAID001) or be willing to obtain this when required during the recruitment process.

Comprehensive Resume/CV:

A resume should include a comprehensive employment history, dates of employment, responsibilities, major achievements or awards, education and training, tertiary qualifications and list any professional memberships. Resumes should reflect that an applicant possesses the key attributes and qualifications required for the role.

References:

When completing your application, you will be required to nominate two referees who have a thorough knowledge of your working history, conduct and performance. At least one referee must be a recent supervisor (within the last two years).

Employment Location:

When completing your application, you will be required to select the Operations Centre you are applying for a role in. You will only be able to select a location which has an active recruitment campaign.

There are seven Queensland Ambulance Operations Centres at the following locations:

1. Cairns Operations Centre
2. Townsville Operations Centre
3. Rockhampton Operations Centre
4. Maroochydore Operations Centre
5. Brisbane Operations Centre
6. Toowoomba Operations Centre
7. Southport Operations Centre.



Stage 2

Preliminary assessments

The first component of the assessment process is to undertake an online typing test. Successful applicants should have the ability to meet the QAS minimum typing speed of 40 words per minute with 95 percent accuracy.

If you have met the typing benchmark, you may be invited to complete a series of online cognitive and psychometric assessments. These assessments will be facilitated by a QAS approved provider. The preliminary assessments are designed to identify candidate's key behavioural and personality traits, including their emotional resilience, ability to work in a team and manage change, their effectiveness, adaptability and understanding of the critical job demands.

Your outcomes from the preliminary assessments will form part of your overall candidate profile.



Stage 3

Assessment centre

If you have met the requirements of stages 1 and 2 in the recruitment and selection process, you may be invited to attend an assessment centre and participate in a range of merit-based, competitive selection techniques for the role of EMD.

The assessment centres will be conducted across the state when vacancies arise and may take one full-day to complete. You will be responsible for the costs associated with travel arrangements to attend. The cost of all selection techniques will be met by QAS.

On the day of the assessment centre, applicants will complete a series of competitive, behavioural based assessments, consolidating outcomes of their preliminary assessments. In addition, applicant's technical skills are assessed to provide a well-rounded evaluation.

Whilst applicants will complete pre-determined assessments, their communication skills, professional presentation and ethical conduct will also be assessed throughout the entire day.

Tips to remember for the assessment centre:

- » Familiarise yourself with the Role Description (available on the [QAS website](#)) including the key responsibilities of the role and the basis for selection.
- » Read all assessment instructions and listen to directions carefully.
- » Ensure you have planned for adequate travel time prior to your assessment date.
- » Wear appropriate interview attire.
- » Ensure you have proof of identification i.e. driver's licence or passport.
- » Be mindful of punctuality, appropriate language, positive attitude and professional behaviour throughout the entire duration of the selection and recruitment process.



Stage 4

Medical assessment

Applicants who progress through to stage 4 will be required to undertake a QAS medical assessment, conducted by our approved medical provider. You will be assessed against the QAS Medical Standards which reflect the critical demands of the EMD role. Information on this assessment, including clinic locations and assessment forms will be provided to you by the QAS Recruitment Team at the appropriate time in the recruitment and selection process.

The QAS Medical Standards document is available on the [QAS website](#). You should familiarise yourself with the medical standards to minimise delays to the recruitment process.



Stage 5

Final checks

Stage 5 of the process involves a series of final mandatory checks being completed to ensure an applicant's eligibility for appointment. These include:

- » Australian criminal history check (CHC)
- » International CHC, if applicable
- » Referee checks.

Applicants may be asked to provide certified copies of any outstanding documentation during the final checks stage.

Eligibility for employment

QAS Recruitment will notify all applicants of their outcome within a 2-week period from the date of assessment. Only applicants who have successfully completed all stages of the recruitment process will be considered for employment by the QAS.

The QAS recruits periodically for EMDs in various locations across the state, all EMD recruitment is dependent on operational requirements and available vacancies.

Need more information?

This Recruitment Information Guide should be read in conjunction with the QAS Applicant Information Kit and the Role Description available on the Emergency Medical Dispatcher Recruitment page of the [QAS website](#).

For further information about the QAS, please visit the [QAS Website](#).

If you have any queries about the EMD recruitment and selection process, please email the QAS Recruitment Team on QAS.Recruitment@ambulance.qld.gov.au





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