



**St John**



# *Communications Officer*

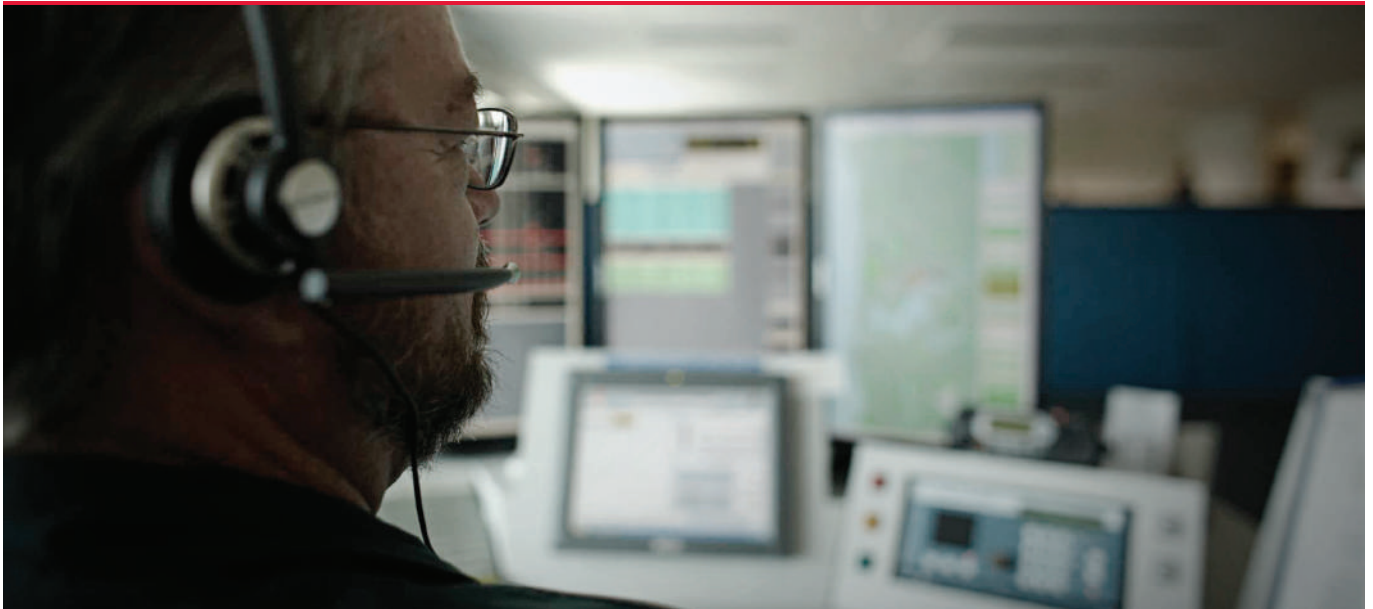
ST JOHN AMBULANCE WA INFORMATION PACK





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## Introduction

St John Ambulance WA is to join a progressive community organisation, caring for people across two and a half million square kilometres, the largest area in the world covered by a single ambulance service.

Each year we transport more than 200,000 people across the state and teach over 140,000 people life saving First Aid skills.

## What it Takes to Become a St John Ambulance Communications Officer

Our State Operations Centre receives all ambulance emergency (000) and non-emergency calls made within Western Australia. Communications Officers deliver pre-arrival instructions, including First Aid advice, prior to the arrival of an ambulance or transport crew. This information is often obtained from callers who may be experiencing high levels of anxiety and emotion due to the nature of their circumstances, therefore call control and communicating in a calm and assertive manner could mean the difference between life and death.

The major responsibilities of the role are receiving non emergency and emergency 000 calls and coordinating ambulance resources within metropolitan Perth and regional Western Australia.

The State Operations Centre operates 24 hours a day, seven days a week in our Belmont State Office.

## How to Become a Communications Officer for St John Ambulance WA

The role of a Communications Officer can be extremely stressful however it is very rewarding. To be successful you will be required to demonstrate the following skills and attributes:

- ▶ Excellent communication both written and oral
- ▶ The ability to remain calm in stressful situations
- ▶ Strong ability to multitask
- ▶ Excellent attention to detail
- ▶ The ability to commit to shiftwork
- ▶ Proven ability to make critical decisions under high pressure situations and time constraints
- ▶ Sound knowledge of various computer systems and / or telephone and radio communications
- ▶ Proven keyboard skills and typing speed
- ▶ Awareness of Occupational Health and Safety
- ▶ Knowledge of the Perth Metropolitan Area
- ▶ Ability to read and interpret maps
- ▶ Willingness to contribute to the community

If you feel you possess all of the above criteria this could be the career for you.

*St John Ambulance is an equal opportunity employer*



## The Recruitment Process

The process all applicants undertake ensures we employ Communications Officers of the highest standard, and who share the same ethos and values.

## The Application Process

As part of your application, you will need to provide:

### Your Resume

Candidates must submit a resume with their application which outlines a complete history of their employment and education. Resumes should include the following information as a minimum:

- ▶ Personal details such as residential address, contact telephone numbers, email and residency status
- ▶ Academic qualifications
- ▶ Previous work experience (in chronological order from most recent)
- ▶ Any other achievements/accomplishments which you feel may be relevant to the position
- ▶ The contact details of two professional referees, either a Supervisor or Manager is preferred

It is your responsibility to advise your referee that they could be contacted for a reference check and to ensure they will be available.

### Application Form

Applications are to be lodged online by visiting our website [www.stjohnchangelives.com.au](http://www.stjohnchangelives.com.au). Please select the Operations Centre page and follow the steps in our online application form.

**Note:** You will not be able to apply for this position until advertised.

### A Current Apply First Aid Certificate

A current Apply First Aid Certificate (formally called Senior First Aid) or booking confirmation is required upon the candidate being invited to interview.

You can organise to sit a Apply First Aid course by booking online at [www.stjohnambulance.com.au](http://www.stjohnambulance.com.au) or by phoning (08) 9334 1233.





### **National Police Clearance**

A National Police Clearance less than three months old or a receipt to prove you have applied for a Police Clearance must be provided on the day of interview.

Police Clearances can be obtained from your local Post Office.

### **Proof of Working Rights in Australia**

You must provide proof of Australian Citizenship or Australian Permanent Residency Status with eligibility for employment in Australia, the proof may include a birth certificate or passport.

### **How to Lodge Your Application**

All applications must be submitted online. Please visit [www.stjohnchangelives.com.au](http://www.stjohnchangelives.com.au) and follow the links to the position you wish to apply for. If this is not possible for you please contact the Recruitment team on 1800 086 751 or email [careers@ambulance.net.au](mailto:careers@ambulance.net.au) for an Information and Application Pack to be sent out to you.

### **Your Application Checklist**

Your completed application will need to include:

- ▶ Resume
- ▶ Application Form
- ▶ Proof of working rights in Australia



## The Selection Process

If your application is successful, you will be invited to take part in our selection process.

### Assessment Centre

The Assessment Centre allows candidates to demonstrate aptitude, communication and team work skills. The Assessment Centre does not aim to test the knowledge and technical skills which relate to the position being applied for.

Assessment consists of group exercises, conducted under the supervision of an assessment panel. If you are invited to an Assessment Centre, it is important to be yourself and not act in accordance with what you think the assessors are looking for. It is advisable that you are on time and wear smart, but comfortable clothing.

### Interview

Interviews are also conducted as part of the recruitment process. The interview will be conducted by a selection panel of two interviewers, including a St John Ambulance Manager and a representative from the Recruitment Team. The interview will take approximately one hour.

The interview will give you the opportunity to ask any questions that you may have concerning the position.

At the interview stage you will be required to provide the following:

- ▶ Police Clearance (less than 3 months old)
- ▶ Senior First Aid Certificate or booking confirmation

### Medical Questionnaire

Candidates will be required to complete a medical questionnaire. The questionnaire relates to the position you are applying for and duties you must be able to do without any issues.

### Psychometric Testing

Designed by psychologists, our psychometric assessments are used to assess a candidate's abilities, personality, motivations, values and interests.

### Hearing Test

Candidates will be required to sit a hearing assessment. This is to ensure that individuals are able to accurately interpret critical information that is given over the telephone.

### Typing Test

Candidates will be required to undertake a typing test, this will be conducted on-site. The test ensures the required speed and accuracy is displayed for the role of Communications Officer.

# Remuneration, Workplace and Benefits

## Wages

Rates of Pay - Communications Officers

Enterprise Agreement 2014

\*DN means an 8 day cycle running DDNNXXXX where D = 11.5 hours, N = 12 hours and X = day off.

Classification	Weekly Base Rate	Hourly Rate	Rotating Shift Allowance	Rotating O/T Shift Allowance	Weekly Wage	Annual Wage
CO 1st Year (Day/Night Roster)	\$1,095.90	\$28.84	\$271.09	\$19.83	\$1,386.81	\$72,345.43
CO 2nd Year (DN*)	\$1,126.40	\$29.64	\$278.63	\$20.38	\$1,425.41	\$74,358.95
CO 3rd Year (DN*)	\$1,195.96	\$31.47	\$295.84	\$21.34	\$1,513.44	\$78,951.19
CO 4th Year (DN*)	\$1,259.64	\$33.15	\$311.59	\$22.79	\$1,594.02	\$83,154.85

## Allowances

As a Communications Officer you are entitled to various allowances, upon completion of the certificate of competency based training. Employees will be paid an allowance in accordance with the current Agreement. The allowance will be paid fortnightly and may include:

- ▶ Certificate Allowance
- ▶ Extra Duties Allowance
- ▶ Overtime Meals Allowance
- ▶ Tutor Allowance

## Location

The role is based at the Belmont Head Office.

## Hours of Work

The ordinary hours of duty shall be an average of 42 per week, worked in a series of shifts arranged in a roster.

## Probation

A new employee is subject to a three month probationary period at commencement of employment.

## Uniforms

A uniform will be provided by St John Ambulance WA that reflects the professional image of the organisation. It is designed to ensure a safe, functional and comfortable uniform to meet the needs of a Communications Officer.

## Salary Packaging

An employee may, with the agreement of St John Ambulance WA, enter into a salary packaging arrangement. This enables employees to salary package expenses from their pre-tax salary up to a pre-determined limit each year.

## Health and Wellbeing Allowance

A Health and Wellbeing Allowance of \$500 is in place to reimburse employees for expenses related to gym memberships and fitness programs. Upon completion of probation employees become eligible for an, annual allowance each year.

## Free Ambulance Cover

All employees of St John Ambulance WA are entitled to free ambulance cover which extends to dependent family members.

## Paid Parental Leave

After 12 months of service employees are entitled to paid parental leave up to 12 weeks. Parental leave provisions are included in the relevant award or agreement.

*For further information on this position please email [careers@ambulance.net.au](mailto:careers@ambulance.net.au)*

**The information contained within this document is correct at the time of printing. Please note that entry, prerequisites and conditions of employment may change without notice.**