



UNION JOB DESCRIPTION

JD4552

JOB TITLE:	Dispatcher, Integrated Logistics Office	JOB DESCRIPTION NO.:	4552
CLASSIFICATION:	Switchboard Operator	GRID/PAY LEVEL:	F 17
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10404
UNION:	HEU	JOB/CLASS CODE:	40667
PROGRAM/DEPARTMENT:	Integrated Logistics Office	BENCHMARKS (If Applicable):	10404
REPORTING TO:	Team Leader, Protection Services		
FACILITY/SITE:	Royal Jubilee Hospital		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health), patient & staff safety is a priority and a responsibility shared by everyone at VIHA; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Team Leader, Protection Services, the Dispatcher, Integrated Logistics Office operates a VOIP telephone switchboard for Island Health, public address system, associated communications equipment such as a windows based computer system, a network based two-way radio system and Logistics related technology and applications in accordance with departmental policies and procedures for various Island Health sites. Performs various dispatching duties for multiple departments involving the Operations & Support Services Portfolio. Performs an essential role in all Island Health emergency codes.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Operates a VOIP telephone switchboard and a computer terminal to answer internal and external calls; connecting calls to appropriate locals; outside agencies; transferring calls as required; and providing information of a general nature.
2. Receives emergency and non-emergency calls and records significant information; prioritizes calls according to urgency and importance using established procedures.
3. Follows established procedures and policies relating to Transport Canada regulations for Heliport Operations.
4. Operates public address system, computerized paging system, telephone pocket paging, two-way radio system to contact appropriate response personnel according to established procedures. Uses on-line directories to provide contact numbers as required.
5. Monitors various life and safety alarms/systems and CCTV, and follows established communications procedures in emergency situation such as Code Red, Blue, Orange, Green, Yellow, Black, White, Brown, Grey and other Codes as directed. Functions as a Control Centre in emergencies.
6. Processes calls and performs booking procedures relating to Patient Transport requests, Equipment moves between facilities, Lab requests, Protection Services Personnel and other program areas supported by the Integrated Logistics Office. Includes creating call logs and tracking of requests based on service provided.
7. Processes after-hours calls to on-call personnel including multiple departments in the Operations & Support Services portfolio.

8. Communicates information verbally and by way of electronic mail to co-workers and supervisor following established departmental policies and procedures.
9. Reports communications equipment malfunctions as required.
10. Provides field units with information about orders, traffic, obstacles and requirement.
11. Participates in photo identification programs through methods such as processing card access information and entering database information. Utilizes and operates photo identification, access control, and other security system programs.
12. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

Grade 12 and one (1) year's recent related experience or an equivalent combination of education, training, and experience.

Skills And Abilities

- Ability to keyboard at 45 wpm.
- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Ability to organize work.
- Physical ability to perform the duties of position.
- Ability to operate related equipment.