



<https://medicarenz.com/job/emergency-medical-dispatcher-emd/>

Emergency Medical Dispatcher

Description

Job Description:

We are seeking a highly skilled and composed **Emergency Medical Dispatcher (EMD)** to join our emergency response team. The EMD is responsible for answering emergency calls, assessing situations, providing pre-arrival medical instructions, and dispatching appropriate emergency services. The ideal candidate must have strong communication skills, the ability to remain calm under pressure, and a deep understanding of emergency response protocols.

Responsibilities

Key Responsibilities:

1. Emergency Call Handling

- Answer emergency and non-emergency calls promptly and professionally.
- Gather critical information from callers, including location, nature of the emergency, and patient condition.
- Provide clear and accurate medical instructions to callers before emergency personnel arrive.

2. Dispatching Emergency Services

- Determine the level of emergency response required based on call assessment.
- Dispatch ambulances, paramedics, firefighters, or law enforcement as needed.
- Communicate real-time updates to emergency responders while en route.

3. Pre-Arrival Medical Assistance

- Provide life-saving instructions such as CPR, bleeding control, and choking assistance over the phone.
- Guide callers on how to manage medical emergencies until professionals arrive.

4. Coordination & Documentation

- Maintain accurate and detailed records of emergency calls and dispatch actions.
- Work closely with paramedics, hospitals, and other emergency response teams to ensure efficient coordination.
- Follow protocols for call prioritization and emergency response procedures.

Hiring organization

Medi Care

Employment Type

Full-time

Duration of employment

2 Years, Extendable

Industry

Medi Care Out Source

Job Location

New Zealand

Working Hours

8:00 to 18:00

5. Compliance & Continuous Learning

- Adhere to all local, state, and national emergency dispatch regulations.
- Stay updated on emergency medical dispatch protocols and participate in training programs.
- Utilize computer-aided dispatch (CAD) systems and communication technology efficiently.

Qualifications

Qualifications & Requirements:

- **Education:** High school diploma or equivalent; certification in Emergency Medical Dispatch (EMD) preferred.
- **Experience:** [Specify required experience, e.g., 1+ years in emergency dispatch, call center, or related field].
- **Skills:**
 - Strong communication and active listening skills.
 - Ability to remain calm and make quick decisions under high-pressure situations.
 - Knowledge of emergency medical procedures and first aid.
 - Proficiency in using dispatch software and radio communication systems.

Job Benefits

- Competitive salary and benefits package.
- Opportunity to play a vital role in saving lives and serving the community.
- Supportive and professional work environment.
- Ongoing training and career development opportunities.

If you have a passion for emergency response and helping others in critical situations, we encourage you to apply.

Contacts

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