

MAJOR FUNCTION

This is specialized technical work in reviewing Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD) and Priority Level 1 (Law) Dispatch calls for service to maintain an effective Emergency Dispatch Quality Assurance Program pursuant to agency policies and procedures. Work is performed under the supervision of the Quality Assurance Coordinator. Work is evaluated through conferences, observations, written reports, and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Conducts EMD, EFD, and Law Enforcement Quality Assurance (QA) reviews to identify both individual and systemic performance trends. Performs random case reviews of 9-1-1 calls according to the National Academy of Emergency Dispatch QA protocols; follows Emergency Medical Dispatch (EMD) QA and Emergency Fire Dispatch (EFD) QA protocols. Provides Case Evaluation reports to Shift Supervisors to review with their direct reports and conducts specialized remedial training with the call takers. Assists in tracking and analyzing QA data and findings and develops Continuing Dispatch Education (CDE) resources as needed. Maintains files and appropriately distributes all QA data, findings, and recommendations. Protects the privacy of all Communication's Center information according to the agency's privacy policies, procedures and practices required by federal and state law. Identifies and documents discrepancies with QA compliance criteria and directives. Assists in resolving QA deficiencies through the recommended performance improvement activities. Monitors compliance with QA and accreditation matters and/or standards, ensuring that non-compliance issues are resolved. Recommends the use of valid and reliable criteria reflecting QA requirements and accreditation standards. When necessary, acts on behalf of the QA Coordinator as liaison between the Consolidated Dispatch Agency and the Medical Director. Provides information to the QA Coordinator in regard to the hire, transfer, advancement, grievance resolution or discharge of certified personnel. Performs related work as required.

Other Important Duties

Performs background investigations on Public Safety Communications Operator (PSCO) applicants. Performs related duties as assigned.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of rules, regulations, procedures for public safety dispatching. Knowledge of the methods and procedures of operating radio transmitting and receiving equipment. Knowledge of the federal, state and county teletype computer systems. Ability to simultaneously perform multiple tasks as they pertain to the members assigned area under both stressful and non-stressful conditions. Ability to correctly and efficiently operate communications and criminal information related software, equipment and/or computers in accordance with state regulations and within established agency policies and procedures. Ability to accurately enter and/or retrieve information from various computer systems, including CJIS/NCIC/FCIC (if applicable) in a timely manner. Ability to organize, prioritize, schedule, and manage daily work activities, tasks and special assignments. Ability to effectively communicate orally, verbally and in writing with subordinates, coworkers, and supervisors, as well as the ability to process verbal information, physical cues and body language in order to effectively listen to individuals. Ability to identify and analyze problems and develop effective responses and solutions to resolve such problems. Ability to read, interpret and follow procedural and policy manuals.

Minimum Training and Experience

Must have served as a Shift Supervisor or Communications Training Officer (CTO) with the Consolidated Dispatch Agency (CDA) for one year.

Necessary Special Requirements

Must have an average rating of “compliant” or “high compliant” in ProQA case reviews over the previous 6 months.

At the time of appointment, must possess certification as a 9-1-1- Public Safety Telecommunicator, as defined by the State of Florida Department of Health, Bureau of Emergency Medical Services. At the time of appointment, must either possess CPR certification and Quality Assurance certification in Emergency Medical Dispatch, Emergency Fire Dispatch and Emergency Police Dispatch or if promoted from CTO position must successfully pass ED-Q course work within six months of appointment and maintain certification as a condition of continued employment in the position.

Established: 03-04-17