



# Call Taker/Radio Operator

## POSITION DESCRIPTION FORM

**Region / Portfolio / Directorate:**

State Intelligence and Command

**District / Branch:**

State Communications Division

**Work Unit:**

Police Operations Centre

**Position Description Number:**

Generic 22

**Rank / Level / Band:**

Level 3

### Employment Conditions

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Industrial Agreement/Award: Current PSA PSCSAA and Agency Specific Agreement

Work Pattern: Shift work: As per relevant industrial agreement

May be required to work additional hours outside rostered shifts to meet operational requirements

Location: Midland

### Position Objective

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Contributes to the Western Australia Police Force's (WA Police Force) achievement of service delivery standards by prioritising and assigning tasks to the most appropriate police resource.

### Role of Work Unit

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The Police Operations Centre encompass, Police Officers and Police Staff (within various teams) and work 24 hours a day, 7 days a week answering urgent (000) and non-urgent (131444) calls from members of the public and manage and oversee Police responses to all incidents.

### Reporting Relationships

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This position reports to:

- Supervisor, Sergeant

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

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## Key Accountabilities

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### 1. Radio Operation (60%)

- 1.1 Dispatches, maintains and resolves Computer-Aided Dispatch (CAD) incidents and police mobile units' status in a timely and accurate manner so as when emergency situations arrive they are dealt with in an appropriate manner.
- 1.2 Provides front line support and undertakes inquiries for all mobile police units by assisting with contacting other emergency services organisations and any other facility, organisation or member of the public irrespective of the sensitivity or confidentiality, as required.
- 1.3 Ensures continued support and monitored welfare for all officers and vehicles operating on the WA Police Force radio networks.
- 1.4 Whilst operating the front-line channel, references the Knowledge Base and Police Manual guidelines whilst maintaining control of urgent/critical incidents including pursuits and where necessary advises the supervisor of possible critical incident escalation.

### 2. Call Taking (20%)

- 2.1 Whilst having regard for people who may be under duress or in a distressed condition: Receive and vet all incoming "000" and urgent calls in accordance with Service Delivery Standards and Knowledge Base direction. Where required initiate a CAD incident appropriate to the task to be allocated to the appropriate district dispatcher.
- 2.2 Conducts follow up inquiries or support required in relation to calls received from frontline police officers and updates/amends CAD incidents as necessary.
- 2.3 Advises the supervisor of high risk or other incidents, which involve other agencies or logistics in excess of normal resources, to ensure an appropriate response.
- 2.4 Provides life support advice to callers in emergency situations utilising the Knowledge Base, when required.
- 2.5 Monitors emergency communications from specific external agencies utilising dedicated in dial services and where required, redirects calls to other emergency service organisations to ensure adequate responses to emergency situations.

### 3. Support (15%)

- 3.1 Provides evidence to courts as required.
- 3.2 Identifies errors or other CAD discrepancies (including mapping systems) to initiate updates and error resolution.
- 3.3 Provides support and coordination for emergency incidents, including liaison with the Major Incident Supervisor or other Hazard Management Authority.
- 3.4 Assists Training Officers with the induction of new staff by providing a mentoring role in the training/use of front-line consoles.
- 3.5 Provides field support to frontline officers limiting the necessity for resources to return to their office.

### 4. Other (5%)

- 4.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably
- 4.2 Undertakes other duties as directed.

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## Specialist Prerequisite(s)

It is a requirement of this position that applicants undertake a psychological assessment to determine their suitability, and as an incumbent, agree to undergo periodical psychological assessments, as required.

## Work Related Requirements

### Essential

Communication skills

**Context in which work related requirements will be applied and or general standard expected.**

Conversing effectively in a clear and concise manner often in emergency, stressful and difficult situations. Effective powers of concentration. Conveying factual information, preparing memorandums and correspondence clearly and concisely. Recording information accurately.

Ability to understand and interpret policies, procedures and standard operating procedures.

Police Manual and Intranet Web Based Standard Operating Procedures.

Interpersonal skills

Resolving conflict. Reacting quickly, calmly and correctly in high stress/pressure situations. Using assertiveness and decisiveness.

Computer literacy and keyboard skills.

Updating appropriate databases, dispatching systems and records efficiently and accurately. Using keyboard-based computer commands.

Ability to participate in a team environment.

Possessing a professional approach and behaviour. Developing and maintaining a professional relationship with other staff. Contributing to the operations within the team.

Organisational skills

Assessing and tasking priority situations expeditiously and accurately. Spontaneous decision-making.

### Desirable

Knowledge of the functions, operations and procedures of a radio communications environment.

Operating a two-way radio during emergency situations and major incidents. Understanding computer-based radio dispatch processes, including radio operations during emergency or major incidents.

## Capability Framework

The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

## Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Position	Name	Date
Workforce Officer Organisational Design and Analysis	Paul Walling	23/12/2019
Communications Superintendent State Communications Division	Superintendent Darren Seivwright	23/12/2019