

Job Description

Controller Non Emergency Ambulance Service

Monday to Friday

Hours of Work: 9am to 7pm/ 11am to 9pm

The role is based at the West London Control Room after training 3 months in N1 or other company sites in London

Controllers/Dispatchers are a key part of the organisation's vehicle control rooms and are key delivering a quality, timely service.

Working quickly and calmly, allocating vehicles and taking details about patients' condition and the exact information about the journey, logging them onto the CBD system. Being the focal point of the hi tech communication systems which includes mobile data, satellite tracking, digital radio and other mobile comms devices our controllers keep in constant touch with our crews and driving staff.

They have to ensure the best possible use is made of resources and that standards for response times are met.

Controllers will be trained on several systems including software for allocating non emergency ambulances & reporting incidents and also will receive training aimed at providing a continuing service during Major Incidents

Although a good general education and keyboard skills are needed. As is a knowledge of map reading and local geography; GCSEs (including English, Maths and a science); a typing qualification and/or some understanding of medical terminology.

Key Responsibilities

Responsibilities include but are not restricted to

- Manage the patients collection and delivery times.
- Maintain the highest standards of customer care
- Provide liaison with patients, clinical staff and crews
- Take telephone bookings from hospital staff
- Be flexible with hours and be prepared to provide on site cover when necessary.
- Be a empathetic with patients and champion good practice
- Any such other duties and tasks as are allocated to you at the discretion of the Company that is within your capabilities and within the scope of your post.
- Responsible to the Station Manager



Please submit CV's to careers@medicalservesuk.com