

**VACANCY NOTICE**  
**EMERGENCY MEDICAL DISPATCHER, HEADQUARTERS**



St John Kenya is a charitable organization whose vision is to be at the heart of the nation serving as volunteers in the provision of community service. First Aid and a world class emergency response. St. John Ambulance is looking for a suitable persons to fill the position of Emergency Medical Dispatcher

**Key duties and responsibilities**

- Receiving all emergency and non emergency calls and dispatching the crew in order of priority
- Ensure only authorized persons respond to all calls.
- Data Entry of all emergency work carried out and ensure all records are provided by the relevant staff for timely data entry.
- Ensure that all patients or callers are properly handled over the telephone
- Be able to gather the most information regarding the various emergency situations in the minimum time possible and clearly.
- Be able to provide emergency care instructions to waiting callers for ambulances
- Ensure proper hand-over between emergency crew
- Provide all departmental records as and when required
- Ensure licensing and insurance is always updated.
- Ensure that all events coverage is done in a timely manner.
- Report any defects detected in the vehicle and follow procedure for reporting accidents.

**Requirements**

- The ideal candidate should have a minimum grade C or above
- 25 years of age and above
- Knowledge of First Aid and basic life support from a reputable institution.
- Ability to remain calm, use reasoned judgment and communicate effectively in stressful or crisis situation with ability to handle mass incidents
- Ability to speak clearly and distinctly on radio and telephone
- Dispatch and co-ordinate appropriate and available response resources
- Be familiar with Emergency Medical Dispatch priority reference
- Be familiar with Telephone treatment techniques for patients e.g. CPR
- Ability to provide pre-arrival instructions appropriate for the emergency situation to both the caller and the responding team.
- Very good spoken and written communication
- Computer proficiency.
- Team player with high level of discipline and integrity.
- Good PR and Customer Care skills e.g. courtesy and empathy
- Certificate of Good conduct (Mandatory).
- EMT knowledge /Disaster training/NYS or Military operations training and certification will be an added advantage.

Please apply via **email only** [recruit@stjohnkenya.org](mailto:recruit@stjohnkenya.org), with a cover note and CV stating salary expectation. Only those meeting the above requirements will be considered.

Ref: **AMBULANCE DISPATCHER**, addressed to:

The Chief Executive Officer  
St. John Kenya  
P. O. Box 41469 00100  
Nairobi

**To be received not later than 28<sup>th</sup> June 2017**  
**Only shortlisted candidates will be contacted.**

