

Applicant information kit

# Triple zero call-taker



# Introduction

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Thank you for your interest in working with the Emergency Services Telecommunications Authority (ESTA). This kit provides information to help you decide whether working as a call-taker is the role for you.

The kit contains general information about the positions as well as the organisation, work environment, training and development and pay and conditions. It also provides an overview of the steps in the recruitment and selection process and requirements for your initial application.



## Why join ESTA and become a call-taker?

### Play a vital role for the community

Imagine a job where your efforts make a difference every day, where you help people and help save lives. You'll feel a strong sense of purpose and connection to your work and pride in the role that you're playing in the community.

### A job that's challenging and exciting

Call-taking is far from your typical job. Every day is different, every call is unique. Your performance in the role really matters. The job will take you out of your comfort zone, but you thrive on a challenge, don't you?

### Build your career, fulfil your potential

By joining ESTA as a call-taker we help you take charge of your career and explore opportunities to grow your capability, stretch yourself, and develop your career in emergency communications. After establishing a strong track record of performance as a call-taker, there are exciting

pathways available to you, including training to be a dispatcher, leading a team of people, becoming a trainer, or moving into a role in our Support team (e.g. People and Culture, Finance).

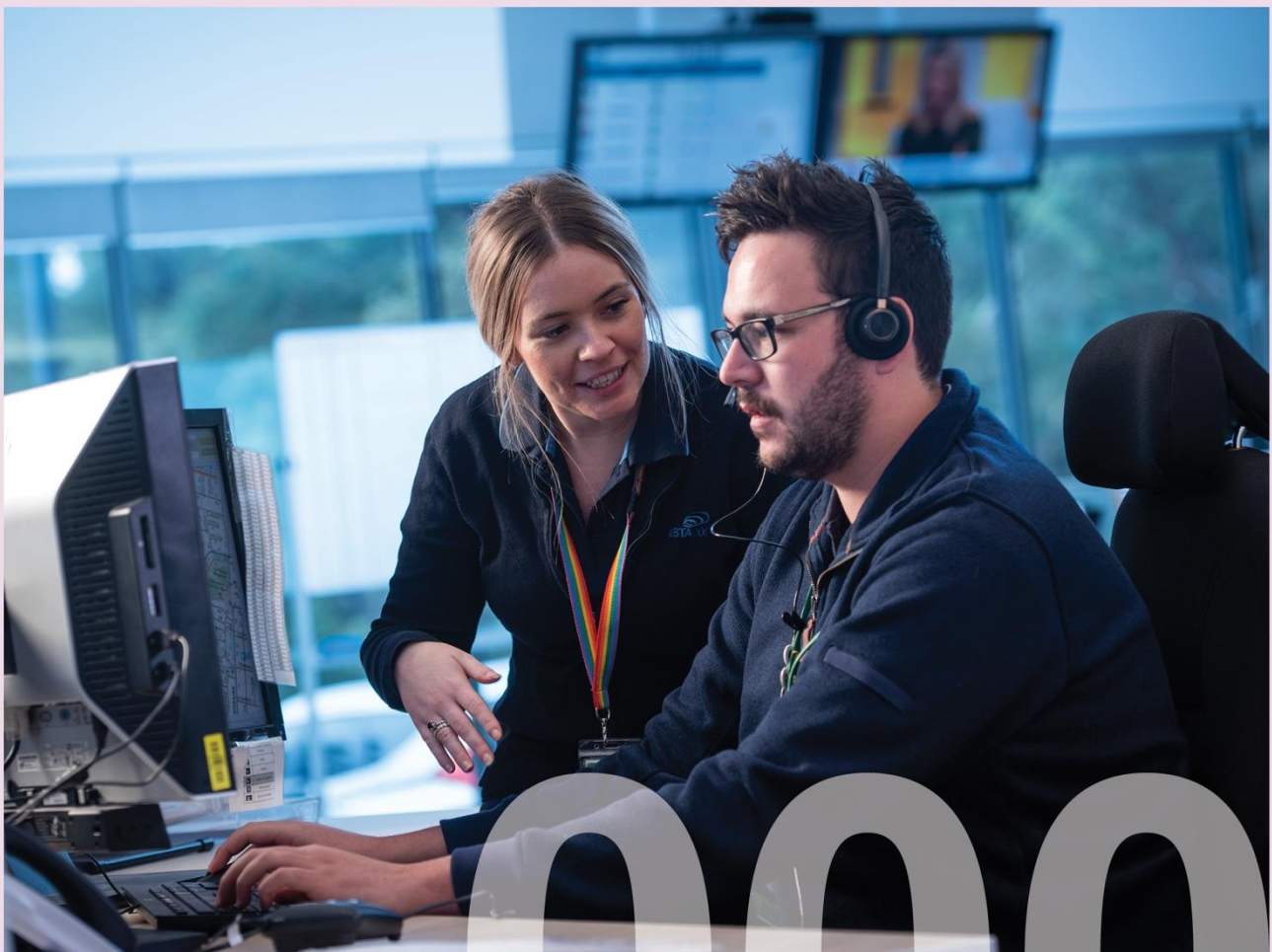
### Belong to a connected and highly supportive team

Work in an environment where there is genuine care, support and connection between colleagues. United by a common purpose, we support and look out for each other.

If you have taken a challenging call or just had a tough day, there's always someone to talk to, and you're there for them too. After all, we're all in this together.

### Competitive pay and benefits

Call-taker roles involve high levels of accountability and commitment and we reward our people accordingly, with attractive pay and conditions.



## The job

Call-takers receive and process all emergency calls from the public and other agencies.

The purpose of the role is to quickly, thoroughly and accurately process calls for fire, police, ambulance and SES services so that the appropriate response can be provided as effectively as possible.

Ultimately, this leads to lives being saved, offenders being apprehended, fires being controlled and serious incidents being managed.

This is achieved by:

- > answering triple zero calls and obtaining all the information required by following a standard sequence of procedures
- > verifying the event location and accurately identifying it on a mapping system
- > accurately entering all relevant information received into the ESTA Computer Aided Dispatch (CAD) system for use by a dispatcher
- > processing updates and further information as the event or incident progresses.

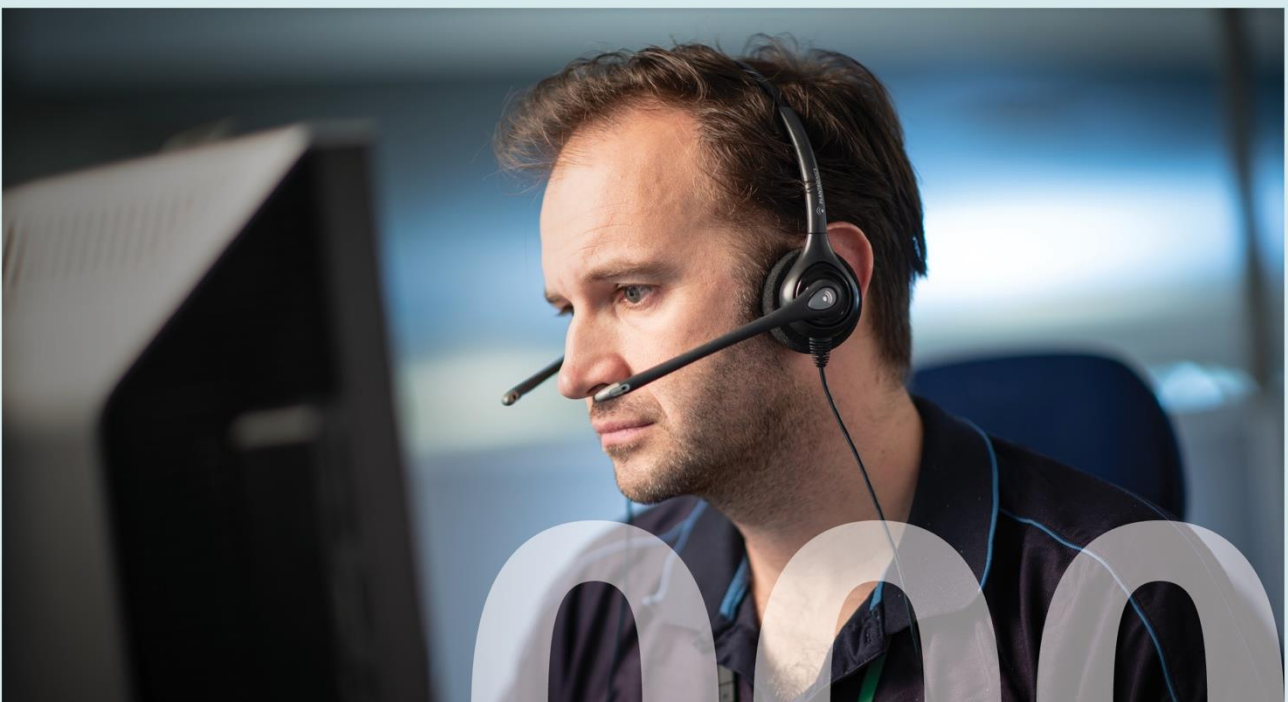
## The work environment

Call-takers perform their important role in a unique, highly-structured and controlled work environment, which may include:

- > shift work: working 12-hour shifts (typically four days on followed by four days off)
- > working shifts across days, evenings, nights, weekdays, weekends and public holidays
- > highly controlled work environment including sitting at a desk connected to the telephone system for long periods
- > following very tight procedures and protocols
- > regular breaks being provided but call-takers generally must remain at the facility for their entire shift (in case a surge in activity means they are re-called from their break)
- > very high levels of scrutiny of the work and accountability for performance, including extensive performance and competency assessments through the training period and when new to the role
- > uncertainty of knowing what the next call received will be and dealing with high stakes outcomes directly related to the quality of their work performance.

Call-taker roles are challenging and rewarding. Our people consistently tell us that one of the best things about working with ESTA is the highly supportive environment, including helpful and caring colleagues and team leaders who set you up for success.

When you are considering applying for a call-taker role, we encourage you to consider carefully whether this work is a good fit for you.



ESTA call-taker roles are unique and challenging. While not everyone is suited to the role those who are a good fit with the competencies that we seek invariably love their job and do it very well.

ESTA actively works to encourage a diverse pool of candidates for all our job vacancies. We have successful call-takers from a wide range of occupation backgrounds, life stages and cultural backgrounds.

We are seeking people who are a strong match with the competencies and motivators described below as we know that these correlate with successful performance in the call-taker role. Therefore, there aren't any mandatory qualifications or work backgrounds as a pre-requisite to applying for these roles.

If you are a strong match with the profile of a call-taker described below, you may well be our next recruit!

## Call-taker Success Profile

### Competencies – Technical

- > You are skilled in using computer software and telephone systems to quickly and accurately complete tasks under time pressure (often multi-tasking).
- > You type quickly and accurately.
- > You're a good speller.

### Competencies – Behavioural

- > Achieves results: You consistently achieve results through effective decision-making and application of practical and common sense approaches.
- > Works with speed and accuracy within established procedures: You produce high quality work within set guidelines, quickly, and while under pressure.
- > Communicates effectively: You communicate in a way that conveys a clear understanding of the unique needs of a diverse range of people in challenging situations.
- > Is composed and tolerates stress: You remain composed in challenging and pressure situations and manage your stress reactions.
- > Acts with professionalism: You demonstrate the highest standards of professional conduct and support for others.
- > Self-development: You learn quickly and enjoy developing your capability and improving your performance; inviting and embracing feedback.

### Motivation

- > You're motivated to make a vital contribution to the community and take pride in your work performance.



ESTA is the critical link between the Victorian community and the state's emergency services agencies and it partners with the agencies to improve service delivery to the community.

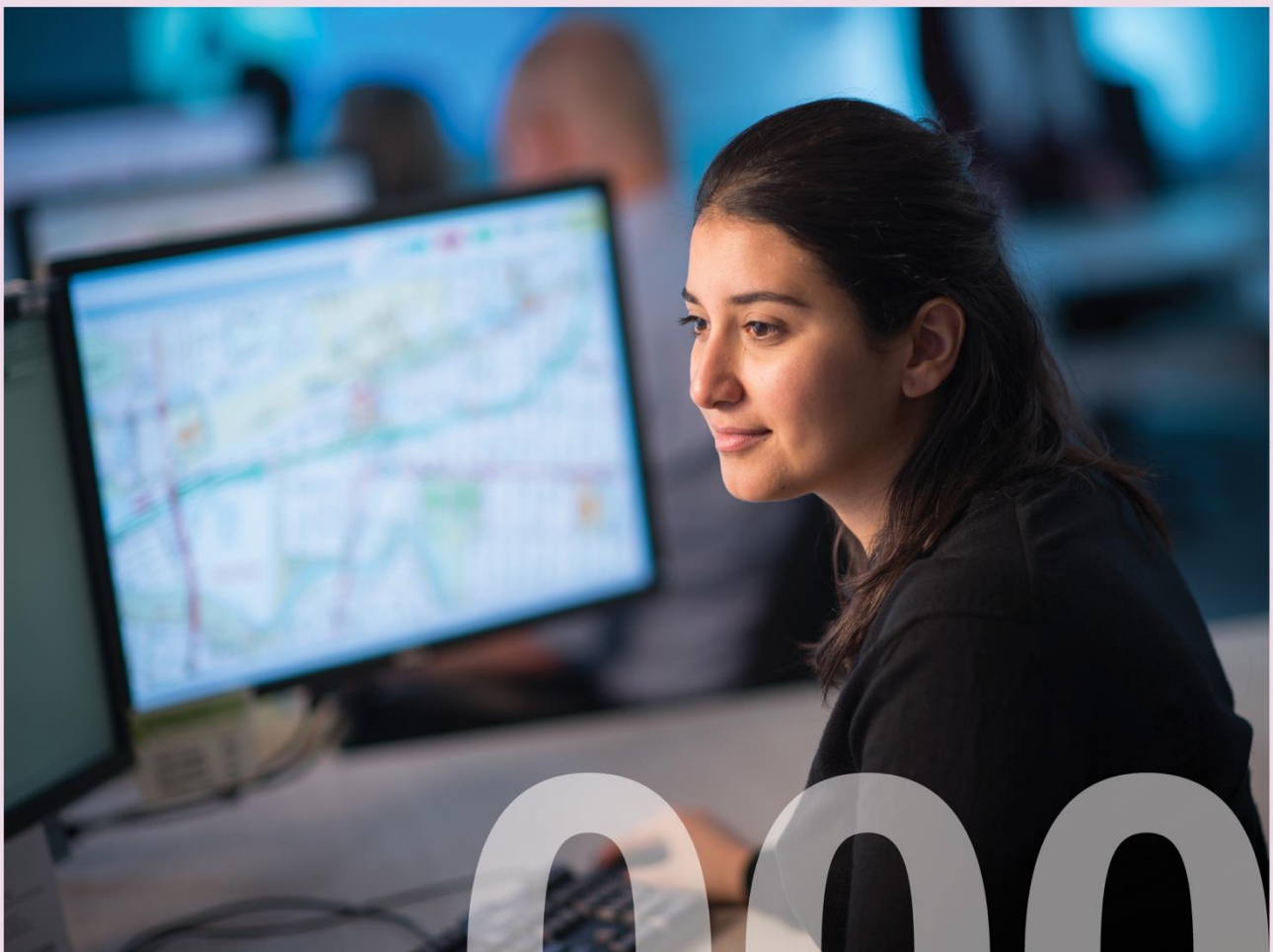
It provides Victoria's 24-hour emergency call-taking and dispatch services for police, fire, ambulance and VICSES and manages the provision of advanced, operational communications for police, ambulance, fire services and the SES.

Its vision is to be a high-performing team trusted by the community and our partners to deliver the right emergency response. And its central goal is to save lives and prevent harm through speed and accuracy in emergency operations.

## Locations

ESTA's support and head office functions are located at Burwood East. Call-taker roles are located at the following locations:

LOCATION	SERVICE
<b>Ballarat (Mt Helen)</b>	Country Fire Authority (CFA), Fire Rescue Victoria (FRV), Ambulance Victoria, Victoria Police
<b>Tally Ho, Burwood East</b>	Ambulance Victoria, CFA, FRV, Victoria Police, SES
<b>Williams Landing</b>	Victoria Police, SES



# The recruitment and selection process 06

We appreciate that applying for a call-taker role involves a significant investment of time by candidates. We ask you first to consider carefully how closely you meet the role requirements and how well you are suited to the working environment before submitting an application.

The selection process for call-taker roles has been rigorously designed to ensure that candidates are assessed objectively and fairly in relation to their capability to

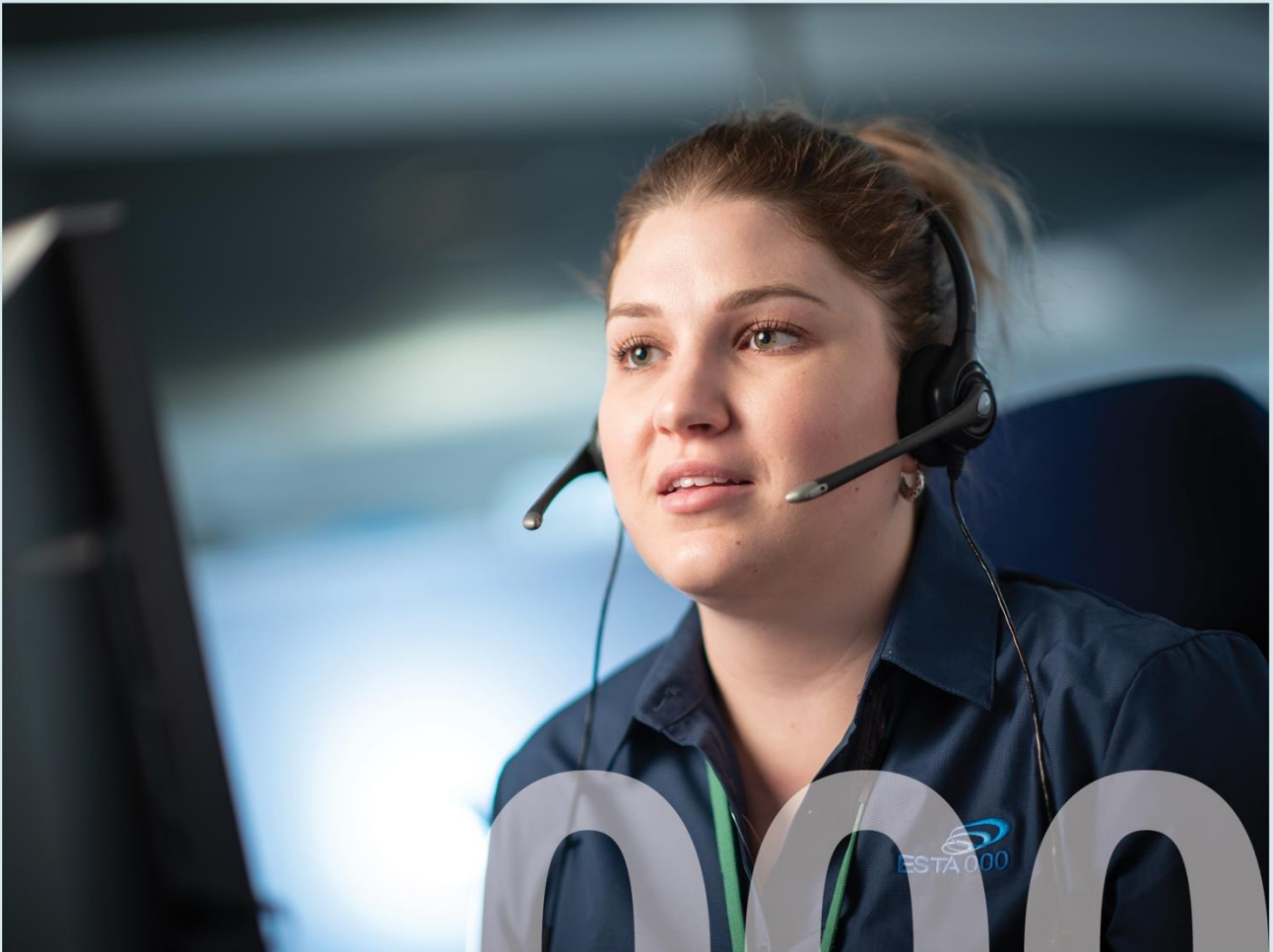
successfully perform the role. Given the challenging nature of these roles, we invest time and resources into ensuring that only those candidates highly suited to the call-taker role receive an offer of employment.

The selection process for call-taker roles includes the following steps:

- > Submit application online submit your "pitch" for the role, a resume, and answer some mandatory questions

- > Video interview a one-way video interview completed where and when it suits you
- > Psychometric assessments online psychometric assessments of your job related abilities and behavioural preferences
- > Assessment centre a half-day session where you undertake a series of individual and group assessment activities
- > Panel interview a 30 to 45 minute interview which is also another great opportunity for you to ask more questions about the role and working at ESTA
- > Referee checks we ask you to nominate three referees with whom you have worked in a direct report capacity
- > Pre-employment checks medical and health assessments including hearing and eye tests and Police records check

Due to the comprehensive nature of the recruitment and selection process, it typically takes between two and four months from application through to offer.



The first step of the recruitment and selection process is to complete and submit the online application form.

The key elements of the initial application are described below.

## Your “pitch”

We ask you to make your “pitch” for the call-taker role as part of your initial application by telling us why you believe you are a good fit for the role and why you are motivated to apply.

This is your chance to articulate and showcase your strengths in relation to the call-taker role and is an important part of your initial application.

Please take some time to understand the call-taker role (see the “Who We’re Looking For” section) and then tailor your pitch in a way that demonstrates how you meet the competencies of the role.

## Comprehensive resume

You should attach a resume that outlines a complete history of your career and education. The resume should include the following:

- > A brief description of your work history including employment dates, documented from most recent to least recent
- > A description of your achievements or accomplishments relevant to each position
- > Details of your education and training.

## Progressing through the process

An ESTA selection panel will review all applications carefully.

You will be advised by email as to whether or not your application has progressed to the second phase of the process, the video interview.

As your application progresses through each stage, you will be advised by either email or telephone of the details and requirements of the next stage of the selection process.

Candidates who successfully complete all stages of the recruitment and selection process may be offered employment with ESTA.





**Once your employment with ESTA begins, our focus is to equip you with the knowledge, skills, tools and confidence to perform your role.**

The consequences of how well triple zero calls are managed is extremely high, so we ensure that you are competent in all aspects of the role and fully supported in progressing to full productivity and independence.

Firstly, you are required to complete some pre-learning before commencing your formal training period. These e-learning modules provide you with the foundational knowledge required to then get the most out of the classroom-based training.

Next you will undertake an extensive and intensive initial training course to equip you as a call-taker. The courses are full-time, training room based, and are five to seven weeks in duration (depending on the service for which you are being trained).

Our programs are competency- based, reflecting adult learning principles and contemporary assessment practices. Training is delivered by our in-house learning and development specialists.

Following successful completion of training you will progress to working in the live operations call-taking environment. You will begin taking calls under direct and constant supervision, with support and coaching from a classroom mentor. From there, you will operate more independently in the role, with support from an experienced call- taker as your designated mentor.

Progression to full independence in the role occurs once you have successfully completed all of the competency-based assessments, both during the training program and on-the-job components.

Once you have successfully completed your training and assessments, you will be awarded a 22456VIC Certificate II in Emergency Communications appropriate to the group in which you will be initially employed.



**Build your career, fulfill your potential: After establishing a strong track record of performance as a call-taker there are exciting pathways available for you to work towards as we support your career in emergency services.**

## Dispatcher

Dispatchers facilitate the timely and efficient allocation of resources to emergency events using information provided by a call-taker. Applications for a place on the dispatcher training course are advertised internally on a regular basis.

## People leaders

People leadership pathways are available to high performing call-takers with a strong desire and capability to move into a leadership role. ESTA is investing heavily in developing the capability of its current and future leaders through delivery of a range of leadership development programs.

## ESTA Support Office

ESTA's Support Office is critical to providing services and support that enables our call-taking and dispatch operations to operate efficiently and effectively. There may be opportunities for secondments or movement into support roles, subject to availability and fit.



## What will I be paid as a call-taker?

When you commence your employment with ESTA you will be paid at the Trainee Call-taker salary classification, with additional increments added, some of which are time based, some of which are skills based.

All new call-takers will be trained and engaged in one of the following primary agency streams which consist of two skills sets:

- > Police and SES
- > CFA and FRV
- > Ambulance ERTCOMM and NETCOMM

Once you have successfully completed classroom training you will be paid skill increments for the stream you are trained in. One year after that you will be classified as a Year 1 Call-taker and you will receive an additional time-based increment and again at two years'.

The base pay scales for each classification (as at 15 August 2020) are:

- > Trainee Call-taker – \$46,481
- > Call-taker – \$51,481 including 2 skill increments
- > Year 1 Call-taker – \$57,481 including 2 skill increments
- > Year 2 Call-taker – \$61,481 including 2 skill increments

Note – Trainee salary is payable from commencement of employment, until the employee has successfully completed the relevant call-taker training (i.e. signed off as having successfully completed the classroom training).

In addition to the base salary, shift penalty payments are paid, and overtime work may also be offered or requested by ESTA to help manage peak workloads.

Factoring in shift penalty payments and overtime a Year 1 call-taker averages annual earnings of \$71,500, a Year 2 call-taker earns on average \$72,747, (based on analysis of earnings undertaken in FY19/20)\*.

ESTA also makes employer superannuation contributions in accordance with Australian Government legislative requirements (currently 9.5 per cent of an employee's ordinary time earnings).

## What would my work roster be?

You will work an average of 38 ordinary hours per week and generally to a roster pattern of four days on (two day shifts followed by two night shifts – 12 hours per shift) followed by four days off.

Because events can occur at any time of the day or night, shift work in our environment is an operational necessity. Upon successful completion of training, call-takers are assigned to a team which follows a set roster pattern.

You should take into consideration that shift work may present some individuals with difficulties and challenges when you try to balance your personal, educational, social and professional commitments with the responsibilities associated with ESTA employment.

\* Actual salary dependant on shifts and overtime worked



