

COMMUNICATIONS OFFICER

INFORMATION PACK



CONTENTS

Introduction	2
A Snapshot Of Our Organisation	2
The Role	3
What is a Communications Officer?	3
Communications Officer	4
1. Medical Priority Dispatch System (MPDS)	4
2. Induction Content	4
3. Mentoring.....	4
4. Final Assessment	5
Expectations of Performance	5
Eligibility to Apply	6
Application Process	6
The Recruitment Process	7
1. Online Application.....	7
2. Cognify Testing.....	7
3. Modern Hire (Online Interview).....	7
4. Assessment Centre	7
5. Psychometric Testing and Pre-employment Medical.....	7
6. Certified Documents	7
Remuneration, Workplace and Benefits	9
Rates of Pay – Communications Officer	9

INTRODUCTION

It takes a special person to become a St John WA Communication Officer. They are courageous, caring, confident and patient. They put deliver pre arrival care every day, making life changing decisions.

This information pack details how the Communication Officer recruitment is run. This pack clarifies the recruitment process, education and training requirements and the fantastic employment conditions on offer as a St John team member.

A Snapshot Of Our Organisation

St John is the leading provider of pre-hospital care in Western Australia. As a private, not for profit organisation, we are contracted by the State Government to supply ambulance services to the state of WA. Each year we transport more than 300,000 patients across both metropolitan and regional locations. Our State Control Centre receives all ambulance Triple Zero Calls (000) and non-emergency calls made within Western Australia.

St John is also the largest First Aid Training organisation in Australia – training in excess of 200,000 students each year – we also provide medical personnel and equipment to mining organisations across WA. For more information, visit <https://careers.stjohnwa.com.au/>



THE ROLE

What is a Communications Officer?

A Communications Officer is trained to handle calls delivered to the 000-emergency line in the State Control Centre. Qualified in MPDS and using structured call taking software Pro-QA, they will obtain vital information from the scene and deliver pre-arrival instructions, including critical life support, prior to the arrival of an ambulance.

To be a successful Communications Officer, candidates will need to demonstrate the following behaviours that align with the behavioural competencies for the position.

- Customer Focused
 - Provides quality service by understanding stakeholder needs and maintaining positive, professional relationships.
- Uses Critical Analysis
 - Applies sound judgement and evidence-based reasoning to solve problems and make informed decisions.
- Follows Directions and procedures
 - Adheres to policies, procedures, and timelines to ensure accuracy and compliance.
- Applies Self-control and Positive Outlook
 - Remains calm, professional, and solution-focused under pressure or in challenging situations.
- Receptive to Feedback
 - Accepts feedback positively and uses it to improve performance and professional growth.
- Demonstrates Integrity
 - Acts honestly, ethically, and responsibly, always upholding organisational values.
- Shows Initiative
 - Proactively identifies opportunities for improvement and takes action to achieve positive outcomes.

In addition to the behavioural competencies, Communications Officers are expected to demonstrate or possess the following attributes:



COMMUNICATIONS OFFICER

The training equips new Communications Officers with the foundational communication skills, operational knowledge, and decision-making capabilities required to transition to independent call-taking over a four-month period.

1. Medical Priority Dispatch System (MPDS)

MPDS establishes a universal standard for emergency dispatchers handling calls across a wide range of incidents, including drowning, assaults, CPR, and more, all while ambulance resources are enroute. Students will complete an intensive three-day course in week 1 of the Induction, learning how to understand and use the system, as well as the rules and axioms that guide decision-making within it.

2. Induction Content

The Induction program is designed to build on the foundational knowledge acquired focusing on developing the practical skills, operational understanding, and professional competencies required to transition to an independent Communications Officer role. Topics included:

- Customer Service and Communication
- Medical Terminology
- Computer Aided Dispatch (CAD)
- Pro-QA
- Manual Operations

Content is delivered by the Communications Officer trainers and Subject Matter Experts in several formats which include:

- Classroom based theory sessions
- Training CAD scenarios and simulations
- Observation sessions within relevant departments

Assessments during the induction program will be progressive. The assessments are outlined in the table below.

Assessment	Requirements
OUTEC	Pass mark: 80%
Medical Priority Dispatch System (MPDS)	A maximum of two attempts to meet competency Pass mark: 80% <i>*Scores of 64% or below will not be eligible for a retest and will not meet the requirements of the Induction*</i>
Medical Terminology Assessment	A maximum of two attempts to meet competency Pass mark: 80%
CAD and Mapping	A maximum of two attempts to meet competency Pass mark: 80%
Theory	A maximum of two attempts to meet competency Pass mark: 80%
Safe for Mentoring	A maximum of two attempts to meet competency Pass mark: 80%

After successful completion of the assessments, students' progress to a Mentoring Period.

3. Mentoring

Commencing on a 2-2-4 shift pattern, you will work under the guidance of a Communications Officer mentor for 16 shifts. During this period, you will continue to develop a comprehensive understanding of emergency call management and

strengthen your confidence in decision-making and prioritisation while handling a variety of emergency calls. Your mentor will provide real-time feedback on each call and document your progress in the mentoring paperwork, helping you refine your skills in line with the assessment criteria.

4. Final Assessment

The purpose of this assessment is to evaluate the student's competency in call-taking processes and emergency dispatch knowledge at the conclusion of their 16-shift mentoring period. Students will be assessed on all calls received during a defined timeframe.

Assessment	Requirements
Final Call Taking	A maximum of two attempts to meet competency

Upon successful completion of the Final Call Taking Assessment, students will progress to the role of an independent Communications Officer.

Expectations of Performance

You will be monitored throughout the Induction program to ensure you attain the required milestones and pass all assessments. Should you not meet the performance standards set out in the document and each assessment outcome plan, the Head of Clinical Education, or a proxy will meet with you to explain the review process that may require you to complete a component again or could lead to termination of your contract.



ELIGIBILITY TO APPLY

To be eligible to apply for a Communications Officer position you will need to be an Australian Citizen or Permanent Resident of Australia who is eligible for full time, on-going employment.

Further Eligibility Criteria is outlined as below:

- Hold a current CPR Certificate or willingness to obtain
- Successfully complete the medical and fitness assessment. These assessments are designed to assess your physical ability to fulfil the inherent requirements of the role.
- Possess, as a minimum, a current, unrestricted WA 'C' or 'CA' Class Driver's Licence and have a good driving history.
- Demonstrate a clear criminal record; A National Police Clearance will need to be provided as part of the recruitment process. Must be within 3 months.

Application Process

When the application process commences, an 'Apply Now' link will become available on the careers.stjohnwa.com.au website. It is important to note that the application process is thorough and can take some time.

You will be required to complete an online application form including questionnaires and provide the documents outlined below.

Cover Letter

Your cover letter should include a statement expressing your motivations in applying for the role and demonstrate why you believe you are suitable for this position. You may wish to make additional comments about the personality traits you possess and some of your achievements that align well with the duties of a Communication Officers. It's important to address relevant experience, skills and **Selection Criteria** questions included in the advertisement.

Resume

Your resume should include your personal details, working history, academic qualifications, the contact details of two professional referees and any other achievements you feel are relevant to the role. You will need to include the following as attachments with your application

- A front and back copy of your current no restrictions 'C' or 'CA' class driver's licence.
- Current CPR Certificate (must be within 12 Months Validity)



THE RECRUITMENT PROCESS

The recruitment process is designed to assess and identify the most suitable candidate for the Communications Officer Induction. The recruitment process assesses many areas including personality and behaviours, skills assessment, and general capacity to fulfil the requirements of the role.

1. Online Application

You will be required to complete an online application form including questionnaires and provide the documents outlined above in the 'Application Process' section. It is important to note that the application process is thorough and can take some time.

2. Cognify Testing

Used to measure a person's natural abilities, skills, or potential to perform certain tasks or succeed in a particular role. Unlike knowledge tests, which assess what you already know, aptitude tests evaluate your capacity to learn, reason, solve problems, or perform specific types of work.

3. Modern Hire (Online Interview)

A Modern Hire interview is a digital, structured interview platform that allows employers to assess candidates remotely. It combines video interviews, and structured questions to efficiently evaluate skills, experience, and cultural fit.

4. Assessment Centre

An assessment centre is a multi-method, multi-assessor process used by organisations to help select team members; during the assessment centre, you will be required to participate in a number of different activities designed to simulate situations that could occur in the workplace. Your approach to these activities, as well as how well you complete them, will be evaluated and used to provide a score that offers a performance comparison against candidates who participated in the same activities. During the assessment centre you will also participate in a behavioural based interview, which draws on your past experiences.

During the assessment centre, candidates will be required to undertake a typing test. The test ensures the required speed and accuracy is displayed for the role of Communications Officer.

5. Psychometric Testing and Pre-employment Medical

We use a range of psychometric assessments to gain insight into your personality traits, values, motivations, and cognitive abilities.

The Functional Capacity and Medical Assessment is designed to assess your physical capability to undertake the requirements of the role and candidates will be required to undertake a hearing assessment. This is to ensure that individuals are able to accurately interpret critical information that is given over the telephone.

6. Certified Documents

Should your application progress from the assessment centre, you will need to provide copies of the following: (These documents must be certified by an authorised officer which can include 'Police Officer, Justice of the Peace', 'Pharmacist' or 'Solicitor');

- Proof of Permanent Working Rights in Australia – You must provide proof of Australian Citizenship or Australian Permanent Residency Status with eligibility for on-going employment in Australia.
- A National Police Clearance including Convictions Report which can be obtained from your local Post Office (100 points of ID required) or online via police.wa.gov.au. The National Police Clearance is to be no older than three months at time of submission.

- Current unrestricted 'C' or 'CA' driver's licence. Please ensure you provide 'front' and back' certified scanned copies of your current unrestricted driver's licence.
- Current CPR certificate completed within the last 12 months.

Important things to note:

Candidates may not have an outcome for their application until the end of the recruitment process.



REMUNERATION, WORKPLACE AND BENEFITS

Rates of Pay – Communications Officer

Effective from 1 July 2025 – may change in accordance with agreement review cycle

Position Title	Enterprise Agreement	Base Rate (Weekly)	Total Weekly (Shift Loading Included)	Total Annually
Communications Officer 1 st Year	Communications Officer Enterprise Agreement 2023	\$1,411.79	\$1,786.56	\$93,199.06
Communications Officer 2 nd Year	Communications Officer Enterprise Agreement 2023	\$1,451.08	\$1,836.29	\$95,792.98
Communications Officer 3 rd Year	Communications Officer Enterprise Agreement 2023	\$1,540.70	\$1,949.69	\$101,708.93
Communications Officer 4 th Year	Communications Officer Enterprise Agreement 2023	\$1,622.73	\$2,053.50	\$107,124.31
Communications Officer 6 th Year	Communications Officer Enterprise Agreement 2023	\$1,699.26	\$2,150.35	\$112,176.56

Career Development

There are many opportunities within St John to gain experience in different areas of the organisation. Communications Officers may be eligible to apply for the following roles within the State Control Centre:

- Rural Support Officer
- Extra Duties Officer
- Mentor
- Trainer
- Dispatcher
- Shift Development Officer
- Ambulance Network Coordinator
- Dispatch Coordinator
- Shift Supervisor

Uniforms

Your uniform will be provided by St John, it is designed to reflect the professional image of the organisation, whilst being functional and comfortable.

Salary Packaging

Employees of St John are entitled to certain salary packaging benefits. This enables employees to salary package expenses from their pre-tax salary up to a predetermined limit each year. A Maxxia representative will attend the induction to explain the benefits.

Health and Wellbeing Allowance

As an incentive for employees to engage in a fitness program St John will reimburse employees for the hire of fitness equipment and/or memberships to gyms and some clubs.

Free Ambulance Cover

All employees of St John and their dependent family members will have access to free ambulance cover. The information contained within this document is correct at the time of publication. Please note that entry, prerequisites and conditions of employment may change without notice.

Important Contact Information

St John Careers Team - careers@stjohnwa.com.au or 1800 086 751
<https://careers.stjohnwa.com.au/>