



Provincial Job Description

TITLE:
(495) Dispatcher

PAY BAND:
8

FOR FACILITY USE:

SUMMARY OF DUTIES:

Responsible for receiving, documenting and responding to calls for portering services.

QUALIFICATIONS:

- ◆ Grade 12

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Basic computer skills
- ◆ Communication skills
- ◆ Interpersonal skills
- ◆ Organizational skills

EXPERIENCE:

- ◆ Previous: Six (6) months previous experience working as a porter in an acute care institution to consolidate knowledge and skills.

KEY ACTIVITIES:

A. Dispatch Services

- ◆ **Receives and prioritizes phone calls for portering services.**
- ◆ **Relays messages and information to or from porters, supervisors and clients.**
- ◆ **Dispatches portering services and equipment to appropriate locations according to client requests, specifications or needs.**
- ◆ **Maintains logs of the daily activities of portering services.**
- ◆ **Discusses portering issues with clients and supervisors.**

B. Clerical Duties

- ◆ **Data entry.**
- ◆ **Faxes, photocopies, scanning and performs filing duties.**
- ◆ **Answers phone and takes messages.**

C. Porter/Transport

- ◆ **Transports patients and related documents to and from units (e.g., therapy, appointments, morgue).**
- ◆ **Monitors patient devices during transport (e.g., intravenous pumps).**
- ◆ **Assists with transferring patients (e.g., to beds, chairs, stretchers, bathrooms).**
- ◆ **Transports equipment and instruments.**
- ◆ **Transports linens, supplies, x-rays and mail.**
- ◆ **Transports medications, blood and blood products and specimens.**

D. Related Key Work Activities

- ◆ **Requisitions replacement stock.**
- ◆ **Performs general cleaning duties.**
- ◆ **May show others how to perform tasks or duties by familiarizing new employees with the work area or processes.**

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Date: September 16, 2020