



Communications Officer

Information pack



Updated 2022



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Introduction

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 attend in excess of 670, 000 people across the state through our Ambulance, Patient Transfer and Urgent Care, Medical and Dental businesses and teach over 400,000 people life-saving first aid skills. We also provide medical personnel and equipment to mining organisations across WA. For more information, visit www.stjohnchangelives.com.au

What it takes to become a St John WA Communications Officer

Our State Operations Centre receives all ambulance emergency (000) and non-emergency calls made within Western Australia. Communications Officers deliver pre-arrival instructions, including First Aid advice, prior to the arrival of an ambulance or transport crew. This information is often obtained from callers who may be experiencing high levels of anxiety and emotion due to the nature of their circumstances, therefore call control and communicating in a calm and assertive manner could mean the difference between life and death.

The major responsibilities of the role are receiving non-emergency and emergency 000 calls and coordinating ambulance resources within metropolitan Perth and regional Western Australia.

The State Operations Centre operates 24 hours a day, seven days a week in our Belmont State Office and our Wangara hub.

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

- Accepts responsibility
- Adapts to the team
- Builds relationships and establishes rapport
- Demonstrates integrity
- Self-control and positive outlook
- Support and empathy

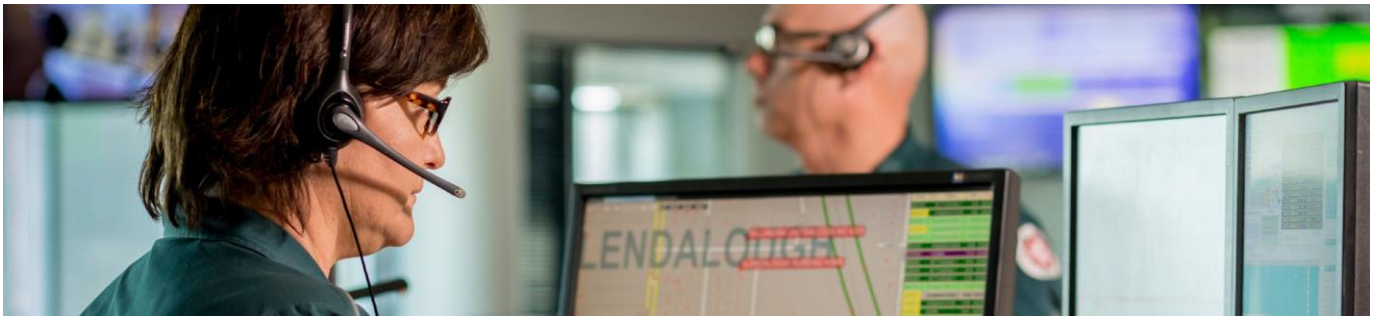
How to become a Communications Officer for St John WA

The role of a Communications Officer can be extremely challenging however it is very rewarding.

To be successful you will be required to demonstrate the following skills and attributes:

- Excellent communication both written and oral
- The ability to remain calm in high pressure situations
- Strong ability to multitask
- Excellent attention to detail
- The ability to commit to shiftwork
- Proven ability to make critical decisions within time constraints
- Sound knowledge of various computer systems and/or telephone and radio communications
- Proven keyboard skills and typing abilities
- Awareness of occupational health and safety
- Knowledge of the Perth Metropolitan Area
- Ability to read and interpret maps
- Willingness to contribute to the community

If you feel you possess all of the above skills and attributes this could be the career for you.



The recruitment process

The process all applicants undertake ensures we employ Communications Officers of the highest standard, and who share the same ethos and values.

The application process

As part of your online application, you will need to provide:

Your 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 Communications Officer. You should also provide your contact details.

Your resume

Candidates must submit a resume with their application which outlines a complete history of their employment and education. Resumes should include the following information as a minimum:

- Personal details such as residential address, contact telephone numbers, email and residency status
- Academic qualifications
- Previous work experience (in chronological order from most recent)
- Any other achievements/accomplishments which you feel may be relevant to the position
- The contact details of two professional referees, either a Supervisor or Manager is preferred

It is your responsibility to advise your referee that they could be contacted for a reference check and to ensure they will be available.

Application form

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

Upon application you will have to complete a Work Style Questionnaire which is a multiple choice auto scored questionnaire linked to the behavioural competencies for the Communications Officer position

Note: You will not be able to apply for this position until advertised.

A current Provide First Aid Certificate

A current Provide First Aid Certificate (formally called Senior First Aid) or booking confirmation is required upon the candidate being invited to interview.

You can organise to sit a Provide First Aid course by booking online at www.stjohnwa.com.au or by phoning (08) 9334 1233.

National Police Clearance

A National Police Clearance less than three months old or a receipt to prove you have applied for a Police Clearance must be provided on the day of interview. Police Clearances can be obtained from your local Post Office.

Proof of Working Rights in Australia

You must provide proof of Australian Citizenship or Australian Permanent Residency Status with eligibility for employment in Australia, the proof may include a birth certificate or passport.

Proof of vaccination against COVID-19

The successful candidate must be fully vaccinated against COVID-19 to commence employment with St John WA. This will include providing evidence of vaccinations.

How to lodge your application

All applications must be submitted online. Please visit stjohnchangelives.com.au and follow the links to the position you wish to apply for. If you are having difficulties with the application process please contact the Recruitment team on 1800 086 751 or email careers@stjohnwa.com.au

Your application checklist

- Your completed application will need to include:
- Cover letter
 - Resume
 - Application Form



The selection process

If your application is successful, you will be invited to take part in our selection process.

Assessment centre

The Assessment Centre is designed to give candidates a platform to demonstrate traits such as aptitude, communication and team work skills. This group based assessment consists of team activities and is facilitated by an assessment panel.

Interview

We use behavioural based interviews, which draw on your past experiences, during the interview we will ask you to provide examples and provide evidence of your achievements, we will then assess your responses against the behavioural competencies of the position.

Functional capacity and medical assessment

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.

Psychometric testing

Designed by psychologists, our psychometric assessments are used to assess a candidate's abilities, personality, motivations, values and interests.

Hearing test

Candidates will be required to sit a hearing assessment. This is to ensure that individuals are able to accurately interpret critical information that is given over the telephone.

Typing and computer literacy test

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.

Remuneration, workplace and benefits

Wages

Rates of pay - Communications Officers

Enterprise Agreement 2020

Position	Base rate weekly	Hourly rate	Rotating shift allowance	Rotating O/T shift allowance	Total wage weekly	Total wage annually
Communications Officer (during induction school)	\$1,231.28	\$41.28	N/A	N/A	\$1,231.28	N/A
Communications Officer 1st year (DN*)	\$1,231.28	\$32.40	\$304.58	\$22.28	\$1,558.14	\$81,282.97
Communications Officer 2nd year (DN*)	\$1,265.55	\$33.30	\$313.06	\$22.90	\$1,601.51	\$83,545.24
Communications Officer 3rd year (DN*)	\$1,343.71	\$35.36	\$332.39	\$24.31	\$1,700.41	\$88,704.81
Communications Officer 4th year (DN*)	\$1,415.25	\$37.24	\$350.09	\$25.60	\$1,790.95	\$93,427.79

*DN means an 8 day cycle running DDNNXXXX where D = 11.5 hour day shift, N = 12 hour night shift and X = day off.

Allowances

As a Communications Officer you are entitled to various allowances, upon completion of the certificate of competency based training. Employees will be paid an allowance in accordance with the current Agreement.

Location

The role is based at the State Operations Centre in Belmont or at the Wangara Operations Centre.

Hours of work

The ordinary hours of duty shall be an average of 42 per week, worked in a series of shifts arranged in a roster.

The Rotating Roster consists of: Two 12 hour days from 7am-7pm, and two 12 hour nights from 7pm to 7am. Then you will have four days off.

Probation

A new employee is subject to a three month probationary period at commencement of employment.

Uniforms

A uniform will be provided by St John WA that reflects the professional image of the organisation. It is designed to ensure a safe, functional and comfortable uniform to meet the needs of a Communications Officer.

Salary packaging

An employee may, with the agreement of St John Ambulance WA, enter into a salary packaging arrangement. This enables employees to salary package expenses from their pre-tax salary up to a pre-determined limit each year.

Health and Wellbeing Benefit

A Health and Wellbeing Benefit of \$500 is in place to reimburse employees for expenses related to gym memberships and fitness programs. Upon completion of probation employees become eligible for an annual allowance each year.

Free Ambulance Cover

All employees of St John WA are entitled to free ambulance cover which extends to dependent family members.

For further information on this position please email; careers@stjohnwa.com.au

The information contained within this document is correct at the time of printing. Please note that entry, prerequisites and conditions of employment may change without notice.