



# *Provincial Job Description*

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***TITLE:***  
**(495) Dispatcher**

***PAY BAND:***  
**8**

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***FOR FACILITY USE:***

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***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 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:**

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**SGEU:**

**SAHO:**

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**Date: March 12, 2015**