

Position Description



Peninsula
Health

Position Title	MePACS Emergency Response Operator
Team	Personal Alarm Service
Location	Based at Chelsea Heights but may be required to work across all sites
Award and Classification	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025 Classification as per contract
Report to	Emergency Response Team Lead
Employment Status	As per contract
Leader Level	Leading self
Number of Direct Reports	Nil

About Peninsula Health

Peninsula Health is the major metropolitan health service for Frankston and the Mornington Peninsula. Providing world-class care to our community is at the heart of what we do.

Find out more information below:

[About Us](#) [Strategic Plan](#) [Careers](#) [People Capability Framework](#)

 Be the Best We maximise our impact through learning and innovation.	 Be Open and Honest We demonstrate integrity through our actions, which are transparent and accountable.	 Be a Role Model We take initiative and inspire others.	 Be Compassionate and Respectful We care with kindness and foster dignity and inclusion.	 Be Collaborative We work as One Peninsula Health and seek out diverse knowledge and perspectives.
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Our Mission

Healthy lives for everyone, through sustainable, innovative, compassionate care

Your Role

MePACS is a 24/7 fast response personal alarm service responded to by real people, based in Australia. We have been keeping communities safe for over 30 years and we're also one of the largest personal alarm services in Australia, backed by a Public Health Provider – Peninsula Health.

We have over 47,000 clients who trust us to keep them safe and independent at home, when out and about and even at work, with all profits re-invested back into public health.

From our senior clients, people living with chronic conditions and disabilities to lone workers out in the community, MePACS provides the highest level of customer service in a professional and caring manner, giving peace of mind to both our clients and their family.

The MEPACS Emergency Response Operator is responsible for responding to medical emergencies in a timely and efficient manner by maintaining a critical link between clients, Emergency Services and their nominated contact persons.

By providing accurate client information to emergency services, the MEPACS Emergency Response Operator will determine the type of event reported and gather appropriate information to facilitate dispatch of appropriate resources to the client in a timely manner.

Using multiple platforms, including phone, email and digital environments, the Emergency Response Operator works in an open and respectful manner to develop relationships with clients, nominated contacts and MePACS colleagues.

About You

Qualifications and/or experience

There are no prerequisite qualifications for employment as a MePACS Emergency Response Operator as we provide full training to successful candidates.

New staff members are required to initially undertake and successfully complete at least two weeks training. Training is programmed to commence at various times during the year.

Staff are required to:

- Participate in the rotational roster – 7 days per week, 4 days on 4 days off, AM, PM and overnight
- Undertake Level 1 First Aid Certificate prior to commencement
- Complete NDIS Worker Screening prior to commencement
- Demonstrate confident and positive verbal and written communication skills
- Demonstrate touch typing
- Be able to work under pressure with competing demands within tight time schedules
- Be able to navigate through multiple desktop platforms simultaneously
- Certificate III in Public Safety (Emergency Communications Centre Operations) (desirable)
- Experience in a busy call centre environment (desirable)
- Experience in the Health, Disability or Aged Care sectors (desirable)

Capabilities

- Emotional intelligence (includes self-care and self-awareness)
- Continuous learning

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- Critical thinking and problem solving
- Clear and effective communication
- Collaboration/teamwork
- Consumer service
- Courageous conversation
- Responsible for success
- Being open to change and continuous improvement
- Organisation skills

What You Will Do

Key Responsibilities

- Respond to emergency alarm events
- Conduct daily welfare checks for clients who have missed their daily check in
- Respond to inbound calls
- Contact clients and conduct testing of alarm devices
- Maintain accurate notes in the CRM system
- Administrative duties
- Enter notes quickly and accurately

Peninsula care Responsibilities

- Be responsible for providing safe, personal, effective, and connected Peninsula Care in all situations
- Ensure compliance with quality and safety standards that underpin the Peninsula Care Framework by adhering to outlined responsibilities and accountabilities.
- Partner with patients, consumers, and/or carers at all levels of healthcare provision, planning, and evaluation to ensure an excellent standard of service.

Leadership Responsibilities

- Act in accordance with Peninsula Health values and code of conduct.
- Take reasonable care of their own health and safety, and that of anyone else who may be affected by their work practices, actions or omissions as outlined under the Occupational Health and Safety Act 2004 (Vic)
- Communicate openly with colleagues and leaders on safety, wellbeing, and performance.

Organisational Responsibilities

- Comply with all relevant Peninsula Health Policies and Procedures, ensuring all activities are aligned with organisational standards and complete all mandatory training
- Display Peninsula Health values in all interactions with patients, consumers, clients, volunteers, and colleagues, contributing to a supportive and inclusive work culture.
- Actively participate in professional development, work within your clinical scope, and undertake additional tasks as requested, fostering a culture of learning and teamwork.

Workplace Safety Responsibilities

- Ensure compliance with quality and safety standards that underpin the Peninsula Care Framework by adhering to outlined responsibilities and accountabilities.
- Participate and co-operate in consultative processes to improve health and safety, including ensuring that relevant data is collected, analysed, and used to improve outcome.

- Identify and manage safety hazards, clinical risk, and ensure actions are taken to prevent and minimise harm to yourself and those around you, including to consumers and colleagues.
- Understand and adhere to emergency procedures, risk management strategies, safe working/operating procedures, clinical practice guidelines, organisational standards and education and training requirements and initiatives
- Observe safe working practices and as far as you are able, protect your own and others' health and safety, and contribute to a safe and positive workplace culture.
- Assist with emergency-related functions if the Peninsula Health Emergency Management Plan is enacted. This may include providing emergency response, relief, and recovery services to the community, as mandated by the Emergency Management Act 1986

Note: Responsibilities and duties included in this Position Description are subject to the Multiskilling provisions of the relevant Enterprise Agreement, allowing for flexible application of skills as needed across different functions.

Peninsula Health acknowledges the Traditional Custodians of the lands where its Health Services are located. We acknowledge the Bunurong/Boon Wurrung people of the Kulin Nation. We pay our respects to Elders past present and emerging.

As an Equal Employment Opportunity Employer, we promote a diverse and inclusive workplace where everyone is valued. We encourage applications from Aboriginal and Torres Strait Islander peoples, culturally diverse backgrounds, the LGBTQIA+ community, and people with disabilities.

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the above position. I understand that Peninsula Health reserves the right to modify position descriptions as required, however I will be consulted of any changes.

Employee Name: _____

Employee Signature: _____ Date: _____

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