

# MY CAREER PATH NIAMH



poistphoiblí  
publicjobs

Niamh is an  
Emergency Medical  
Controller with the  
National Emergency  
Operation Centre –  
National Ambulance  
Service.

“I would recommend a career in the public service, because it’s a very well paid role where you get to work with a diverse group of people. It is a fast paced environment and no two days are ever the same.”

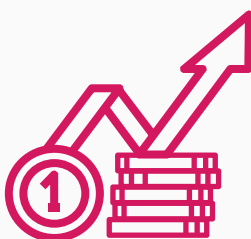


I completed my Leaving Cert in 2008, then did a B.A Hons in English and Geography in UCC.

I worked as a bartender in The Grafton Bar in Cork for a year September 2010 to 2011, then moved to Dublin and worked as a Supervisor/ Acting Manager in Wilde the Restaurant in The Westbury Hotel full-time for just over a year while completing the last year of my degree externally.



I graduated in 2012 after splitting my final year over 2 years (the degree took 5 years instead of 3).



I joined Bank of Ireland as part of the branch customer service team in Dun Laoghaire for 2 years before finally starting with the National Ambulance Service in August 2015.



I had volunteered with the Irish Red Cross since college and when I was working in Bank of Ireland, a friend who was already working in the Ambulance Service as an Intermediate Care Operative, told me about the vacancy in the control room.



I did a bit of research into the role and knew it was something I would be really interested in and it went from there. I had always watched medical tv shows and there would have been an interest from volunteering with the Red Cross so it was a natural move for me.



My primary role is as an Emergency Call Taker. I take calls from members of the public, GPs and hospitals. These calls are usually of an emergency nature.



Throughout the 5 years I have been in my role I am constantly developing new skills. There are a number of roles within the control room other than Emergency Call Taking and I have been afforded the opportunity to work in these roles and also mentoring new people who join the control room.



All these skills I would have developed while in school and also while working with the Red Cross but working within the control room environment has enhanced these skills and allowed me to hone in on what I am best at.





# Job Specification – Emergency Call Taker



National Ambulance Service [Learn more here](#) Starting at €31,950 per annum \*subject to change

DEPARTMENT	National Ambulance Service <a href="#">Learn more here</a>
SALARY	Starting at €31,950 per annum *subject to change
ROLE DESCRIPTION	<p>When emergency 999/112 calls are made, callers are connected to an Emergency Service Operator who will direct the call to the appropriate emergency service e.g., Ambulance Service, Fire Service, An Garda Síochána etc. Once connected to the Garda Síochána, calls are dealt with by Control Centre Operators. An Garda Síochána have opportunities for staff to work as Call Takers within their call centres to respond to emergency 999/112 calls and dispatch the appropriate Garda response to each incident. An emergency is any incident that requires an immediate Garda response.</p> <p>Examples of these are:</p> <ul style="list-style-type: none"><li>• Adanger to life</li><li>• Risk of serious injury</li><li>• Crime in progress or about to happen.</li><li>• Offender still at scene or has just left.</li></ul> <p>The National Ambulance Service also require emergency call takers that take calls from members of the public, GPs, and hospitals. These calls are usually of an emergency nature where someone is ringing for themselves, a loved one or a member of the public who has had an accident or is suffering a medical issue. It is their job to ascertain the caller’s phone number, the location of the patient and find out exactly what has happened through a series of predetermined questions. They then instruct the caller how to help the patient until the ambulance arrives i.e., how to perform CPR on a patient who is in cardiac arrest.</p>
REQUIREMENTS	<p>If appointed, you will be required to complete a 4/5-week training course. Skills include:</p> <ul style="list-style-type: none"><li>• Astrong focus on customer service.</li><li>• Good interpersonal communication skills as well as a good telephone manner</li><li>• An ability to listen and question effectively and appropriately.</li><li>• An ability to complete work to a high standard and learn from mistakes.</li><li>• Aconfident manner.</li><li>• The ability to handle difficult situations.</li><li>• Aco-operative, flexible and patient disposition.</li><li>• Excellent communication skills, including a clear speaking voice.</li><li>• Ability to communicate clearly and fluently when speaking and in writing.</li><li>• A good working knowledge of computers and good keyboard skills</li><li>• Understands their own role within the team, making every effort to play their part.</li><li>• Calmness under pressure;</li><li>• Appreciates the urgency and importance of different tasks;</li><li>• An attention to detail.</li></ul>
APPLICATION PROCESS	<ol style="list-style-type: none"><li>1. Register up for job alerts on publicjobs.ie to know when opportunities become available</li><li>2. Apply online at Publicjobs.ie before closing date.</li><li>3. Online Assessment Questionnaire</li><li>4. Interview</li></ol>