

Emergency

Why Work as an... Emergency Contact Handler

A solution for your training needs and career progression

ROLE OVERVIEW

This occupation is found in organisations which receive contacts from members of the public who are in emergency and non-emergency situations such as Ambulance, Fire, Police, the NHS, National Highways, and the Maritime and Coastguard Agency.

The broad purpose of the occupation is to be the first point of contact for requests for assistance from members of the public and other organisations.

KEY POINTS

- **Level:** 3
- **Duration:** 12 months + End Point Assessment
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Career progression:** Options include Team Leader, Operational Firefighter or Police Constable

KNOWLEDGE REQUIREMENTS

- Health and safety legislation, any sector specific regulations and organisational policies/procedures, including the management of own welfare
- Methods of building rapport and displaying empathy
- Listening and questioning techniques
- Incident types relevant to the sector including what advice and/or information should be provided, potential outcomes/consequences, and the mobilisation/deployment of appropriate resources
- Grading and/or prioritisation of incidents using sector guidelines

SKILL REQUIREMENTS

- Use appropriate sector specific phraseology
- Operate communication systems
- Operate software systems
- Communicate in a calm manner considering the caller's circumstances
- Record relevant information appropriate to the incident accurately, clearly and concisely and review information already held on the incident where applicable
- Manage the expectations of the public, colleagues, internal and external partner organisations
- Analyse information and apply relevant policy, procedures or regulations appropriate to the incident

BEHAVIOUR REQUIREMENTS

- Act in a non-judgemental and inclusive manner, respecting diversity
- Behave ethically and professionally to meet organisational values, policies and procedures
- Behave calmly in challenging situations, recognising when to seek appropriate support and guidance
- Take responsibility for own continuing professional development
- Take a proactive approach to collaboration with colleagues and partner organisations

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