



REGINA QU'APPELLE HEALTH REGION

EMERGENCY MEDICAL SERVICES

EMERGENCY COMMUNICATIONS SPECIALIST

SELF-SCREENING QUESTIONNAIRE

Choosing a career as an Emergency Communications Specialist may be one of the best decisions you will make. The position offers many challenges and rewards along with the opportunity to effect a positive impact on the lives of the citizens we care for.

However, the job is not for everyone. There are several inherent realities of the position that you should understand if you are seriously considering Emergency Communications Specialist as a career option.

The attached self-assessment survey is provided to help you determine whether or not a career in Emergency Communications Specialist is right for you. Consider the statements carefully and be honest to yourself.

AND PLEASE.....

****** This is a tool for your personal benefit only. Please do not send the results of your survey to us at RQHR EMS. ******





Each of the following statements describe an important quality, characteristic or consideration required of an Emergency 9-1-1 Communications Specialist. Review each one as it relates to you, and make a check in either the Yes or No box to the right. If you answer “**No**” to even one of them, you may want to re-consider Emergency Communications Specialist as a career path.

	YES	NO
I would enjoy working in an environment that helps people in crisis situations.		
I would enjoy working in an environment that requires managing sustained periods of moderate to high levels of stress.		
I would enjoy working in an environment that involves interaction with a diverse mix of cultures, nationalities and languages.		
I am willing and able to work on weekends as well as religious and statutory holidays as scheduled.		
I am willing and able to accommodate a rotating shift schedule that includes working days, afternoons and nights.		
I am willing and physically able to work shifts that are 12 consecutive hours in length.		
I am willing to have my meal and rest breaks interrupted or postponed if required.		
I am willing to have my personal, social and family time disrupted because of the demands of my work schedule.		
I am willing and able to deal professionally and non-judgementally with abusive callers using profane language over the telephone.		
I am willing to adhere to established protocols, procedures, rules and regulations.		
I will be able to report to work on time, in any kind of weather condition.		
I am willing to accept work direction and critical feedback from a supervisor.		



	YES	NO
I am willing to work in a unionized job environment.		
I am willing and able to sustain long periods of time restricted to my work station.		
I am accountable for my own actions.		
I conduct myself with integrity		
I can exercise common sense.		
I can be assertive and direct when required.		
I can remain calm and focused in pressure situations.		
I can work effectively in a team environment.		
I can exercise sound judgement in an emergency situation.		
I can adhere to a uniform protocol		
I can maintain confidentiality in all emergency matters.		

You:

- are a Canadian citizen or have residency in Canada.
- are of good character
- are proficient in English (bilingual persons are encouraged to apply)
- have a Canadian secondary school (high school) diploma or equivalent
- are 18 years of age or older
- have no unpardoned criminal record
- are able to type 40 WPM
- have knowledge of Windows TM based applications
- are willing to reside within 100 KM of Regina
- are willing to work shift work, including weekend and holidays

Operators:

- are proficient in typing numbers
- have good knowledge of Saskatchewan's geography
- demonstrate ability to work on their own
- take initiative without supervision
- demonstrate attention to detail
- multitask and handle high volumes of traffic
- maintain composed under pressure

