

DUTY STATEMENT
DEPARTMENT OF STATE HOSPITAL - ATASCADERO
DEPARTMENT OF POLICE SERVICES

Name

JOB CLASSIFICATION: COMMUNICATIONS OPERATOR
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1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

Under general supervision, the Communications Operator works closely with Police Officers, Fire Department Personnel and actively supports and upholds the Hospital's and Department's mission, values and employee expectations. Communications Operators dispatch police and fire units using a multi-frequency-channel radio, law enforcement telecommunications terminals, computer terminals, fire department radio and associated equipment. They take emergency and routine calls, exercise judgment in dispatching units and prioritizing calls, and provide information to police personnel regarding warrants, driving records and property. They also perform a variety of related duties in the Police Department; Communication Operators also receives information and route the appropriate personnel or agencies; determines availability and location of patrol units and dispatches appropriate unit/units.

ESSENTIAL FUNCTIONS:

45% OPERATIONAL duties include but are not limited to, *taking emergency and non-emergency calls for police, fire, medical and other related services over the telephone, 2911 line, radio and other communications media.* Communications Operator also *classify incidents and establish dispatch priorities;* dispatch police and fire units to public safety incidents; *coordinate or transfer requests for emergency and non-emergency medical services with the County's Emergency Medical Dispatchers.* Coordinate with other agencies as required assisting field personnel in managing and resolving incidents; *providing information to support officers and fire fighters in the field using a variety of computerized and manual information systems; providing telecommunications support, using the California Law Enforcement Telecommunications system (CLETS) and other local, regional and national databases. Maintain appropriate record documentation verifying the validity of the information obtained via CLETS.* Transfer calls to other units or agencies as warranted; monitor and broadcast on public safety radio channels; *enter, update, modify and clear data inputted by DPS and other related information in CLETS and other computer systems and databases as required. Utilize the hospital's public address system to inform staff of emergency responses needed and emergency alerts.* Communications Operator maintains a variety of logs as necessary; call-out special teams and make other notifications as required. Perform limited communications equipment and work area maintenance; operate communications center equipment, which includes but is not limited to: telephone; radios, computers, FAX machines, scanners and printers; and assist with other public safety duties as directed. **While performing the duties of this job, the employee is regularly required to sit; use hand to finger, handle, or feel; reach with hands and arms; and talk and hear ordinary phone and radio conversations with either ear; must be able to see well enough to view computer screens and look-up codes in required manuals; read maps and fine print. Be able to use hands and fingers for typing, touch screens, answering phones, computer keyboard and writing. The employee is occasionally required to stand, walk and stoop.** Must be able to maintain composure and speak clearly. **Must be able to deal tactfully with all disciplines and possess the ability to prioritize work from different communications sources** (radio, telephone, and alarm monitoring software). Be able to use sound judgment in dispatching personnel and equipment; evaluate situations and respond appropriately; think clearly and act calmly in emergency situations; read, analyze and interpret laws, codes, rules and regulations and be able to follow oral and written directions.

MARGINAL FUNCTIONS:

35% SUPPORT duties include, but are not limited to, *securing and recording accurate information as to the nature of reported problems and exact locations including maintaining a fire radio and activity log as well as the Department's daily activity and radio logs in the Computer Aided Dispatch (CAD) system. Operates CLETS (California Law Enforcement Telecommunication System) computer terminal to obtain and verify information and prepares reports as directed.* Provides information and assistance to the public over the telephone; *receives and calculates census counts;* updates and maintains the CLETS Operations Manual, CJS Manual, NCIC Operations Manual and Code Manual. Communications Operator maintain accurate and updated information on all callback numbers, pager numbers and telephone numbers

within the facility; provide staff expertise and liaisons with other agencies as required. Conducts and coordinates Siemens equipment testing, with the Fire Department and Police Services personnel. Communications Operator coordinates and conducts daily sensor equipment testing on units and off-unit locations

10% ADMINISTRATIVE duties include but are not limited to, assisting in the training of personnel; performing dispatch and clerical tasks involving typing, filing and maintaining required records. Attending scheduled and voluntary training and updates to the other Communications Operators Manuals. Qualified and certified bilingual interpreters will utilize their skills during the performance of their duties. ***Practicing, following and knowing the policies and procedures related to job safety, including safety rules and regulations.*** Immediately notify a supervisor of any unsafe or problematic working conditions. All duties and tasks are to be carried out in an honest, ethical and professional manner, and are to be performed in conformance with applicable department and hospital policies and procedures. All assigned duties or tasks are deemed to be part of the essential functions.

10% Interpersonal relationships – Maintains relationship security in the work area; takes effective action, per policy, of any suspected employee/patient boundary violations. Maintain open communications with all hospital disciplines. Communications Operators are responsible for ensuring that personnel, visitors and the community are treated with dignity and respect, and they identify the language needs of individuals and utilize available bilingual resources to assist, when needed.

2. SUPERVISION RECEIVED – Communications Supervisor and Hospital Police Sergeant

3. KNOWLEDGE AND ABILITIES

KNOWLEDGE OF: Alphanumeric sequences.

ABILITY TO: Work under stress and maintain composure; follow instruction precisely; listen and translate what is heard into the appropriate action; speak English over the telephone quickly and be easily understood; adapt quickly to a variety of situations; act in an emergency situation; write rapidly and legibly; perform several functions simultaneously; hear in the presence of significant background noise; read and comprehend at the level required for the job; determine officer's welfare from voice inflection; establish priorities and take appropriate action; extract critical information from incoming calls; recall a variety of situations and retain information; anticipate the officer's need for assistance; type; operate and monitor a multitude of frequencies and a variety of highly technical communication systems and equipment.

4. REQUIRED COMPETENCIES

INFECTION CONTROL - Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment

SAFETY - Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards.

CULTURAL AWARENESS - Demonstrates awareness to multicultural issues in the workplace, which enable the employee to work effectively

RELATIONSHIP SECURITY - Demonstrates professional interactions with patients and maintains therapeutic boundaries. Maintains relationship security in the work area; takes effective action, monitors and reports per policy, any suspected employee/patient boundary violations.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION – Maintain and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

5. SITE SPECIFIC/TECHNICAL PROFICIENCIES

- a. Speak clearly and precisely
- b. Exercise good judgment and make sound decisions in emergency situations
- c. Effectively communicate with and elicit information from upset and irate callers
- d. Exercise independent judgment and work with a minimum of supervision
- e. Type at a speed necessary for adequate job performance

CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM (CLETS)

Effectively, consistently demonstrates the ability to access information through the California Justice Information System (CJIS) data bases, National Crime Information Center (NCIC), National Law Enforcement Telecommunication System (NLETS), Department of Motor Vehicles (DMV), and Oregon Law Enforcement Data System (LEDS).

Information obtained via CLETS is confidential and may be used only for the purpose(s) for which it is authorized. Violation of confidentiality requirements or access authorizations may be subject to disciplinary action, civil action and/or criminal charges.

6. LICENSE OR CERTIFICATION

The employee must complete the 120 hour POST Public Safety Dispatch Course. It is the employee’s responsibility to maintain a license, credential, or required registration pertinent to their classification on a current basis. Any failure to do so may result in termination from Civil Service.

- Possess a valid California Driver License and Defensive Driving Permit.
- POST Public Safety Dispatch Course certificate.

7. TRAINING - Training Category = 06

It is the responsibility of the employee to attend all the scheduled review classes in order to maintain his/her competency in the identified courses.

8. WORKING CONDITIONS - The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and work at other work locations as determined by the operational needs of the department. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job duties.

The Department of Justice requires a background investigation for anyone accessing or anyone who will view any information that is obtained from the California Law Enforcement Telecommunications System (CLETS). Police Services’ Investigators conduct background investigations on any Communications Operator selected to fill a vacancy in the Department of Police Services

EMPLOYEE IS REQUIRED TO:

- Report to work on time and follow procedures for reporting absences;
- Maintain a professional appearance
- Appropriately maintain cooperative, professional, and effective interactions with employees, residents/clients and the public;
- Comply with hospital policies and procedures

Employee Signature	Print Name	Date
Supervisor’s Signature	Print Name	Date
Reviewing Supervisor’s Signature	Print Name	Date