



The Great North Air Ambulance Service

Job Description

Job title:	HEMS Dispatcher / Operations Officer
Directorate:	Operations
Reports to:	Head of Quality, Compliance and Safety
Responsible to:	Head of Quality, Compliance and Safety
Salary:	Band 3 – Point 19 plus 18% unsociable hours allowance
Contract Type:	Permanent
Hours:	Average of 40 hrs per week
Work Pattern:	12-hour shifts including weekends and bank holidays with possible extension to nightshifts.
Location:	Progress House, Eaglescliffe, Stockton on Tees, Stockton on Tees, TS16 0QB or other GNAAS location on request.

Purpose

The HEMS Dispatcher is responsible for managing the efficient and effective deployment of the GNAAS resources in response to emergency calls identified as appropriate for enhanced care support, ensuring information is communicated promptly and effectively whilst accurately recording data.

Key Responsibilities

- To identify emergency calls which meet the agreed immediate tasking procedure and dispatch the most appropriate resource without undue delay.
- To monitor incoming 999 calls to extract details on potential injuries, mechanism of the injury and condition of the patient, working with the specialist Ambulance Service Dispatcher to determine if a HEMS response is needed.
- To act as the flight coordinator for aircraft missions, ensuring regular radio contact is maintained with the aircrew and providing, where appropriate, clinical and operational updates from resources on scene, or further information gained from the call taking process.

- To liaise with the ambulance service to co-ordinate the response to incidents and to assist with appropriate resourcing and the active incident management process.
- To work closely with the GNAAS team and the wider EMS response to ensure optimal patient care.
- To provide co-ordination in the event of a major incident when additional aircraft / enhanced care team support is required.
- To provide the principal point for HEMS service information and advice within the ambulance service structure.
- To assist with the smooth running of the operations team through equipment ordering, audit and administration tasks.

Duties

- To liaise with the ambulance service and the relevant Resource Dispatcher to ensure that any incident is appropriately resourced and to source out of area assistance when requested by the relevant ambulance service.
- To work with the Specialist Dispatchers at ambulance trusts to agree the level of response required to incidents that do not trigger an immediate response of a HEMS aircraft and to ensure that the availability of the service is communicated to the ambulance service.
- To add accurate notes to the Ambulance Service Dispatch system to communicate that a HEMS aircraft has been allocated or is available if required and to ensure that the electronic record is maintained with dispatch notes and scene updates from the enhanced care team.
- To maintain timely and professional radio and telephone communication with the aircrew or enhanced care team as appropriate from point of tasking throughout the incident cycle, ensuring that updates are provided on clinical and scene issues.
- To agree with the Specialist Paramedic/other HEMS Dispatchers actions following a stand down request made by an ambulance crew.
- To prioritise multiple requests or re-tasking of the service using the support of the Senior Management HEMS Paramedic where required
- To provide a focussed flight following service to the aircraft ensuring that the agreed safety calls are responded to and that oversight and awareness of the progress of the aircraft is maintained.
- To arrange an immediate emergency response to the site in the event of an aircraft emergency.

- To liaise with external agencies to arrange for landing sites or carriageways to be secured in advance of the aircraft arriving and co-ordinate with other aircraft operators to ensure that de-confliction measures are taken.
- To maintain the GNAAS electronic database to record shift data, personnel on duty, tasks and other flight data such as aircraft movements, PR events and training flights.
- To maintain an overview of helipad availability both within the GNAAS operating area and a small number of sites used frequently outside of the area.
- To accurately record aircraft availability and reasons for offline periods. Ensure that any change to the availability of the aircraft is communicated to the ambulance services.
- To support the safety of the enhanced care team when tasked to potentially hazardous or hostile situations, sharing details of hazards, threats or scene safety concerns
- To agree with the ambulance service, rendezvous points in line with the GNAAS response.
- To maintain a focussed flight following service for the aircraft during any movement.
- To communicate, liaise and work with relevant post holders within the ambulance service structure or other external agencies including the Police, Fire and Coastguard services.
- To report to the GNAAS on-call Senior HEMS Paramedic any occurrence, incident, or welfare issues for the service, as required.
- To undertake duties in relation to major incidents and other significant or complex incidents in accordance with GNAAS procedures.
- To play an active part in preparation for a major incident, civil unrest or other potential large scale service disruptions (e.g., Pandemic) and to undertake training as necessary.
- To participate in regular governance sessions, where tasking decisions will be audited and reviewed and matched against the patient treatment delivered.
- To attend Courts to give evidence as and when required or complete statements requested from an appropriate authority in a timely manner.

General

- To undertake all mandatory training and re-certification as required for the post.
- To carry out tasks relating to evaluating services e.g., staff questionnaires, audits, clinical and/or equipment trials.

- To maintain awareness of current developments and initiatives, which impact on patient care and give time targets for treatment.
- To share best working practices with colleagues to promote effective aircraft tasking.
- To advise operational management when a policy or strategy is perceived to be adversely affecting users of the service.
- To report any suspected incidences of risk, neglect, abuse or endangerment to vulnerable adults and children using the appropriate reporting mechanism.
- To maintain professionalism, integrity and confidentiality.
- To comply fully with GNAAS and operational policies and procedures, clinical guidelines and legislative requirements.
- To actively promote GNAAS' commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect
- To use all GNAAS equipment, facilities, and premises in the correct manner, with due regard for the security of such items and safety of self and others.
- To maintain a valid driving licence and DBS certificate.
- To be involved in the wider activities of the charity including fundraising, promotional work and site visits.

This job description is not exhaustive and may be amended in line with service needs or organisational changes.

Date: January 2026

Post holder's signature:



Person Specification

Job title: HEMS Dispatcher

	Essential	Desirable
Qualifications / Training	<ul style="list-style-type: none"> GCSE English Language and Maths at Grade 4 or above (or equivalent qualification) 	<ul style="list-style-type: none"> Previous training in CAD and communication equipment
Experience	<ul style="list-style-type: none"> Experience of working in a highly pressurised environment with potentially distressing caseloads. Experience of using Microsoft packages to include Word, Outlook and Excel 	<ul style="list-style-type: none"> Ambulance control centre experience. Emergency services control centre experience or experience of working in a control room environment. Experience of using EMS software and equipment (including radios and despatch systems)
Skills / Knowledge	<ul style="list-style-type: none"> Computer literacy. Excellent verbal and non-verbal communication skills Awareness of patient safeguarding issues and procedures 	<ul style="list-style-type: none"> An understanding of the role of GNAAS in the wider pre-hospital system Understanding of trauma networks within the North and the geography and classification of hospitals Knowledge of the GNAAS organisational structure, mission statement, values and objectives PowerPoint presentation skills General understanding of medical terminology
Personal Attributes	<ul style="list-style-type: none"> Able to remain calm and focussed when working under pressure and in distressing circumstances Able to deal effectively with complex and ever-changing circumstances Able to perform with sustained concentration for prolonged periods Able to communicate effectively with colleagues, stakeholders and service users. Able to work autonomously within established guidance and procedures. Able to work on a 12-hour shift rota which will include weekends, bank 	<ul style="list-style-type: none"> Able to work at short notice to cover staff absence or when all staff are called into site.

	<p><i>holidays and possibly night shifts.</i></p> <ul style="list-style-type: none"> • <i>Able to effectively prioritise work and respond to short notice changes.</i> • <i>Able to build and maintain positive working relationships with internal and external colleagues and stakeholders.</i> • <i>Reliable and punctual</i> • <i>High degree of personal integrity and confidentiality</i> • <i>Compassionate and able to demonstrate empathy for others</i> • <i>Able to work at other GNAAS sites as required</i> 	
Additional	<ul style="list-style-type: none"> • <i>Commitment to equality, diversity and inclusion.</i> • <i>Current clean driving licence with fewer than 6 points.</i> • <i>Satisfactory Standard DBS check (registered with the Update Service or issued for role with GNAAS)</i> 	