

Kingston Ambulance Communication Officer (ACO) Self-Screening Questionnaire

Choosing a career as an Ambulance Communication Officer may be one of the best decisions you will make. The position offers many challenges and rewards along with the opportunity to affect 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 Ambulance Communications as a career option.

The attached self-assessment survey is provided to help you determine if a career in Ambulance Communications is right for you. Consider the following statements carefully and be honest with yourself.

And please...

This is a tool for your personal benefit only. Please do not send the results of your survey to the Kingston Central Ambulance Communications Centre.

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Each of the following statements describe an important quality, characteristic or consideration required of an Ambulance Communication Officer. 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 reconsider Ambulance Communications 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.		

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	Yes	No
I am willing and able to deal professionally and non-judgmentally 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.		
I am willing to work in a unionized job environment.		
I am willing and able to sustain long periods of time restricted to my workstation.		
I am accountable for my own actions.		
I conduct myself with integrity.		

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	Yes	No
I can exercise commonsense.		
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 emergency situations.		

We hope that this short personal survey has helped you determine if Ambulance Communications is a good fit for you.

Remember, this document is for you to retain. Please do not send it to Kingston Central Ambulance Communication Centre.