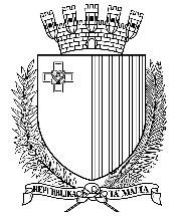


# Anness A



<b>Ministeru</b>	<i>Ministeru għall-Intern, is-Sigurtà u x-Xogħol</i>
<b>L-impjeg</b>	<i>First Contact Operators</i>

MINISTERU GHALL-INTERN, IS-SIGURTÀ U X-XOGHOL  
201 TRIQ ID-DEJQ VALLETTA, MALTA

## Dmirijiet u responsabbiltajiet

- i. Iwieġeb minnufih it-telefonati kollha ta' emerġenza inklużi t-telefonati 112;
- ii. Jassisti lin-nies fuq it-telefown b'mod prudenti, amikevoli, effiċjenti u jkun ta' għajjnuna;
- iii. Jiġbor l-informazzjoni kollha meħtieġa mingħand min iċempel billi juża s-sistema tal-IT tal-ProQA;
- iv. Jivvaluta l-urġenza ta' kull inċident abbażi tal-informazzjoni riċevuta sabiex jipprijoritizza x-xogħol;
- v. Jagħti attenzjoni għad-dettalji u l-informazzjoni mogħtija waqt it-telefonati;
- vi. Jittratta b'mod sensitiv il-membri tal-pubbliku li jistgħu jkunu mdejquin, konfużi jew aggressivi;
- vii. Ikunu kapaċi jaħdmu taħt pressjoni;
- viii. Jikkordina sejhiet li jirċievi mill-pubbliku generali mal-Control Room tal-Pulizija, id-Dipartiment tal-Aċċidenti u l-Emerġenza, il-Forzi Armati ta' Malta, il-Control Room tad-Dipartiment tal-Protezzjoni Ċivili, NGOs u entitajiet oħra kif meħtieġ;
- ix. Jiżgura t-tluq effettiv tas-servizzi ta' emerġenza meħtieġa lejn is-sit tal-inċident;
- x. Jidderieġi lit-timijiet tas-servizzi ta' emerġenza biex jittrattaw l-inċidenti;
- xi. Jidderieġi sejhiet mhux ta' emerġenza lejn in-numri tat-telefown xierqa;
- xii. Isegwi kwalunkwe sejha ta' emerġenza;
- xiii. Jirreġistra rapporti ta' inċidenti u jzomm rekords tas-sejhiet li jirċievi biex jgħaddi l-informazzjoni meħtieġa;
- xiv. Jikkompila rapporti statistiċi u data oħra għar-rappurtar perjodiku;
- xv. Iżomm kuntatt mat-tim fuq il-post tal-inċident biex iżomm ruħu aġġornat mas-sitwazzjoni u jiżgura s-sikurezza tal-impjegati;
- xvi. Jiżgura li jsir l-aħjar użu possibbli tar-riżorsi b'mod konsistenti;
- xvii. Jiżgura li t-timijiet jaħdmu ma' standards ta' hin ta' rispons miftiehem;
- xviii. Jaħdem taħt id-direzzjoni ta' kap ta' tim u jiffirma parti minn tim;
- xix. Jgħaddi l-informazzjoni mingħajr ebda preġudizzju u jeskala minnufih, fejn meħtieġ;
- xx. Jaħdem f'ambjent tal-IT u jopera sistema tat-telefon multi-line;
- xxi. Isegwi proċeduri operattivi stabbiliti;
- xxii. Jaħdem xiftijiet li jinkludu l-jieli, tmiem il-gimġha u btajjel pubbliċi minn kwalunkwe sit indikat tal-112;
- xxiii. Kwalunkwe komputu ieħor li s-superjur jista' jiddelega lilu/ha, kif jista' jkun meħtieġ;
- xxiv. Iwettaq dmirijiet oħra li jistgħu jiġu aġġornati biex jissodisfaw ir-rekwiżiti ta' kwalunkwe qasam ieħor kif ikkonfermat mis-Segretarju Permanenti;
- xxv. Kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni.

## Ministeru għall-Intern, is-Sigurtà u x-Xogħol

201, Triq id-Dejqa, il-Belt Valletta  
Telefon: 2268-9000

# Annex A

<b>Ministry</b>	<i>Ministry for Home Affairs, Security and Employment</i>
<b>Job title</b>	<i>First Contact Operators</i>



MINISTRY FOR HOME AFFAIRS, SECURITY AND EMPLOYMENT  
201, STRAIT STREET, VALLETTA, MALTA

## Duties and responsibilities

- i. Promptly answers all emergency calls including 112 calls;
- ii. Assists people over the phone in a polite, friendly, efficient and helpful manner;
- iii. Collects all the necessary information from the callers by using the ProQA IT system;
- iv. Assesses the urgency of each incident based on the information received in order to prioritise tasks;
- v. Gives attention to details and information given during telephone calls;
- vi. Deals sensitively with members of the public who might be upset, confused or aggressive;
- vii. Be able to work under pressure;
- viii. Coordinates calls received from the general public with the Police Control Room, the Accident and Emergency Department, the Armed Forces of Malta, the Civil Protection Department Control Room, NGOs and other entities as required;
- ix. Ensures effective dispatch of the required emergency services towards the incident site;
- x. Directs emergency services teams to deal with incidents;
- xi. Directs non-emergency calls to the appropriate telephone numbers;
- xii. Follow up any emergency call;
- xiii. Logs incident reports and keeps records of calls received to pass on the information required;
- xiv. Compiles statistical reports and other data for periodical reporting;
- xv. Maintains contact with the team at the scene of the incident to keep up to date with the situation and ensure staff safety;
- xvi. Ensures that the best possible use of resources is consistently made;
- xvii. Ensures that teams work with agreed response time standards;
- xviii. Works under the direction of a team leader and forms part of a team;
- xix. Relays information without any bias and escalate immediately, where necessary;
- xx. Works in an IT environment and operates a multi-line telephone system;
- xxi. Follows standard operating procedures;
- xxii. Works shifts including nights, weekends and public holidays from any 112 designated site;
- xxiii. Undertakes any other tasks, which the superior may delegate to him/her, as may be required;
- xxiv. Undertakes any other duties which may be updated to meet the requirements of any other area as confirmed by the Permanent Secretary.
- xxv. Any other duties as directed by the Principal Permanent Secretary.