

**Opening Date:** 27 April 2021  
**Closing Date:** 11 May 2021  
**Location:** Tortola  
**Vacancy Notice No.** 10 of 2021  
**Job Classification:** Grade 15  
**Ministry/Department/Unit:** Ministry of Health and Social Development  
**Position Details:** One year Probationary period  
Established position  
**Employment Type:** Full-time  
**Remuneration/Benefits:** Salary range **\$51,069 per annum**. Salary will be commensurate with qualifications and experience.

# JOB VACANCY NOTICE

## Director (Emergency Call Centre)

Government of the Virgin Islands



### ROLE SUMMARY

The successful applicant will provide the administrative and technical support needed to facilitate the 911 Emergency Call Centre within the territory to enable the sharing of valuable lifesaving emergency response and law enforcement information that would allow all responders to quickly access information by the use of smart mobile technology and fixed communications. Oversee the daily operations of the emergency call centre, providing guidance and assistance to the Ministry and the call centre team. Serves as the lead advisor on emergency response within the territory.

### MAIN RESPONSIBILITIES

1. Oversee the daily operations of the 911 Emergency Call Centre to ensure the efficient and effective delivery of emergency response services.
2. Coordinate and oversee the orientation, on-going training and certification of dispatch staff and develop programs to address changing procedures and technology.
3. Coordinate services with emergency service agencies locally and regionally to foster partnerships, share information, standardize communication equipment and procedures to improve emergency communication, and find solutions to common challenges and issues.
4. Responsible for the functioning and maintenance of communications and other equipment and ensure compliance of with local and regional standards and regulations. Manage maintenance agreements for the various communication systems and equipment of the unit.
5. Coordinate the provision of emergency communication services and response to the sister islands.
6. Meet regularly with local and regional law enforcement agencies to establish and maintain relationships and to ensure that the lines of communication remain open and effective.
7. Attend meetings, workshops, seminars, conferences and other official functions locally and overseas to represent the interest of the centre.
8. Assist with the preparation and submission of the Performance Planning and Appraisal Report for staff.
9. Prepare various reports and communication on the functioning of the Centre.
10. Perform any other duties as required by the Permanent Secretary or Deputy Secretary in order to contribute to the effectiveness and efficiency of the Centre and Ministry.

### BEHAVIOURAL COMPETENCIES

1. Manage your own resources, development and networks
2. Obtain and analyse information for critical decision-making
3. Ensure compliance with legal, regulatory, ethical and social requirements
4. Provide leadership and encourage innovation in the organisation
5. Communicate and influence effectively
6. Develop a customer focused organization
7. Manage organisational challenges
8. Manage change in organisational activities
9. Manage relationships across the organization
10. Manage financial and physical resources effectively and efficiently, ensuring value for money

### WORKING CONDITIONS/ ENVIRONMENTAL FACTORS

- Normal Office Environment
- Call Centre Environment (Emergency)
- Outdoor/Field Environment

### MINIMUM QUALIFICATIONS AND EXPERIENCE

- Bachelor's Degree in Criminal Justice, Business Administration, Public Safety Administration or other area related to emergency services
- **OR**
- Specialized Military training related to Systems Design Engineering and Operations or a related field; AND
- Seven (7) years' work experience in the emergency services field
- Valid BVI driver's license
- Excellent knowledge of Government structure, policies and procedures
- Expert knowledge of Health Care Administration
- Expert knowledge of Health Disaster Risk Management related issues
- Expert knowledge of the local health care industry and the various emergency response agencies
- Excellent knowledge of the geography and locales of the Virgin Islands
- Excellent knowledge of relevant laws, regulations, policies and procedures
- Excellent interpersonal skills
- Ability to make administrative / procedural decisions and judgments

It is the policy of the Government of the Virgin Islands that appointments to the Public Service, and promotions within the Service, be based on the merit principle – without discrimination based on race, age (save as restricted by law), religion, political affiliation, sexual orientation, marital status, or family relationship.

CONTACT THE DEPARTMENT OF HUMAN FOR MORE INFORMATION ABOUT THE EMPLOYMENT PROCESS:  
Department of Human Resources • E-mail [hrcbvi@gov.vg](mailto:hrcbvi@gov.vg)

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- Excellent organisational and coordination skills
  - Excellent oral and written communication skills
  - Sound leadership skills
  - Ability to work well under pressure and manage multiple priorities
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#### HOW TO APPLY

All applications for employment to the Public Service, including applications for transfer under the Employee Mobility Programme must be submitted to the address provided below by the job closing date.

Agency:

**Public Service Commission  
c/o Department of Human Resources  
2<sup>nd</sup> Floor Simms Building  
Road Town, Tortola VG 1110  
British Virgin Islands**

or by email: [hrdbvi@gov.vg](mailto:hrdbvi@gov.vg)

Applicants should submit the Employment Application (*available at: [www.bvi.gov.vg](http://www.bvi.gov.vg)*); a Résumé/Curriculum Vitae of their relevant experience and qualifications; with two personal reference letters; certified copies of identification, citizenship, and academic certifications/diplomas/licenses, along with a police certificate from your place of residency.

Applying through the Employee Mobility Programme: Applicants interested in transferring to the Public Service through the Employee Mobility Programme must submit the standard Employment Application (see above) along with the Employee Mobility Application (available at: [www.bvi.gov.vg/services/emp](http://www.bvi.gov.vg/services/emp)). All sections of both forms must be thoroughly completed in order to prevent delays in processing applications. For more information about the Employee Mobility Programme, click [www.bvi.gov.vg/services/emp](http://www.bvi.gov.vg/services/emp).

*Important Notice: Qualified candidates who are considered for potential employment with the Government of the Virgin Islands may be requested to provide further criminal history record information. Evidence of a criminal conviction or other relevant information obtained shall not automatically disqualify an individual from employment with the Government of the Virgin Islands.*