The San Leandro Police Department

Dispatcher Senior

Training Program

Name goes Here
Introduction

The In-House Training Program for newly promoted Senior Dispatcher is intended to facilitate the Dispatcher’s transition from the Dispatcher position to the Senior position of the Communications Center. The In-House Training Program introduces the newly promoted Senior to the personnel procedures & policies of the San Leandro Police Department and provides the informal training specific to the San Leandro Police Department and the day-to-day duties of a Senior Dispatcher.

This manual is meant to be an ever growing resource for the Senior Dispatcher. As policies and procedures change, so will the manual. The manual is not meant to be all inclusive, but rather to be an overview and resource of some of the most frequently encountered duties the Senior Dispatcher experience. Seniors should add any policy or references they feel is important and have it readily available in the communications center.

Newly promoted Senior Dispatches will receive training with the Dispatch Supervisor, Civilian Manager and/or other qualified individual as appointed by the Chief of Police. Together they will review the individual training blocks and the newly promoted Senior Dispatcher will receive input and experiences from their instructors. As each training block is completed it shall be initialed and/or signed by the instructor and the new Senior. Many training blocks reference SLPD policies, references, and/or required documents that are used by the City of San Leandro. These policies, references, and/or guides should be reviewed by the newly promoted Senior Dispatcher prior to being signed off as completed.
Role of the Senior Dispatcher

The Senior Dispatcher’s basic function is to organize, assign and review the work of the daily operations of the police communications center; provide a variety of law enforcement and support services as required; perform the more difficult and sensitive support functions; and to perform the full range of dispatch and communications services as required.

The Senior Dispatcher is the advanced level in the Police Dispatcher series. Positions at this level are distinguished from Public Safety Dispatcher classification by exercising a substantial degree of responsibility and independent judgment in performing assigned duties with minimum direction/supervision including providing technical and functional supervision over assigned personnel. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

The essential functions of the classification may include, but are not limited to directing and participating in Communications Center activities to include leading a shift of Public Safety Dispatchers and participating in receiving emergency and non-emergency phone calls; prepare work schedules, approve vacation request, and assist in the evaluation of assigned staff. The Senior Dispatcher may participate in the development of policy and procedure; monitor work activities to ensure compliance with established policies and procedures; make recommendations for change and improvements to existing standards and procedures. The Senior Dispatcher may monitor and coordinate activities related to the control and enforcement of law and order; coordinate emergency situations and major incidents. They may also assume responsibility for shift supervision in the absence of the Dispatch Supervisor. The Senior Dispatcher will provide assistance to Public Safety Dispatchers; train new personnel in the operations of the Communications Center, assist in other areas of police operations based on organizational need or workload, communicate with management and sworn superiors as needed related to communication center issues and emergency situations. The Senior Dispatcher may be required to testify in court, compile data and prepare reports, perform a variety of technical record keeping, assist in other areas of police operations. The Senior Dispatcher may perform routine maintenance on department equipment including handling service requests and repairs as necessary. The Senior Dispatcher will follow all safety rules and protocols and will take appropriate action required to identify and correct safety hazards/concerns to his/her supervisor. Under the City’s disaster response plan, they may perform duties as assigned.

The Senior Dispatcher will build and maintain a positive working relationship with co-workers, other city employees and the public, through leadership, attitude and example.
Senior Dispatcher Responsibilities

Responsibilities of the Senior Dispatcher consist of, but are not limited to the following:

- Responsible for overseeing the operations/activities of his/her dispatch shift.
- Responsible for providing technical and functional supervision to assigned shift personnel; and perform the full range of duties of lower level dispatch personnel
- Responsible for intermittently reviewing documents relating to dispatcher operations
- Responsible for observing and identifying and problem solving while dispatching; remembering to understand, interpret and explain operational policies and procedures to the public and staff
- Operate a CAD system and other associated technologies and systems quickly, effectively and accurately
- Train lower level dispatch staff in current dispatch/communications, and law enforcement information access techniques and methods, including City and Departmental policies and procedures
- Respond to and resolve difficult and sensitive citizen inquiries and complaints; effectively communicate and elicit information from upset and irate callers; demonstrate a high ability to interact with the public courteously, with patience and a positive attitude;
- Work with various cultural and ethnic groups in a tactful and effective manner
- Build and maintain positive working relationships with co-workers, other employees and the public using principles of good customer service.
- Responsible for ensuring adequate working conditions, necessary and essential equipment.
- Responsible for and maintains knowledge of current policy and procedures, and dispatch policy change directives.
- Responsible for new hire training, scheduling and daily and bi-weekly evaluations.
- Responsible for all audio and video recording equipment and all dispatch equipment.
- Responsible for maintaining policy manuals (CLETS, NLETS, etc.)
- Responsible for acting in Supervisor’s position during Supervisor’s absence.
Supervisors Expectations of Senior Dispatcher

Professionalism:
- Adherence to Departmental Philosophy
- Professional Appearance and Attitude
- Accountability
- Leadership/Role Model
- Honesty/Trust/Credibility/Fair

Teamwork:
- Trust
- Loyalty
- Supportive
- Mentor/Inspire
- Peer Support
- Identify Morale Issues/Problems/Solutions

Work Product
- Responsiveness
- Follow-through
- Quality
- Thoroughness
- Sense of Duty
- Equipment
- Policy & Directive Standards

Communication:
- Timely/Responsiveness
- Keep Informed
- Stop Rumors
- Transparency

Continued Professional Growth
- Education
- Community Involvement
- Professional Affiliations
- Ongoing Supervision and Leadership training
Role Responsibilities

- Adherence and Enforcement of Policy & Directives
- Set Performance Goals/Evaluate for Dispatch trainees
- Network with Peers – Internally/Externally
- Manage Complaints
- Day to Day Supervision
- Acting Supervisor

Division Responsibilities

- Training
- Scheduling
- Payroll
- 911 Ring Times
- Support Dispatch
- Community Outreach
- Maintain POST training records/recommend employee training
- Ad Hoc Liaison
- Audits/Quality Control
- Supplies
- Dispatcher of the Year Committee
- Administrative Functions
In-House Training Program for Newly Promoted Senior Dispatchers

Newly appointed Senior Dispatchers shall be familiar with the department’s organization and operation. To assist them with their future endeavors, Senior Dispatchers shall have or be provided access to necessary documents to aide in their newly assigned position. The received and reviewed documents shall include but not be limited to the following:

a) SLPD Lexipol Policies
b) City of San Leandro Administrative Codes
c) SLPD Rules & Regulations
d) SLPD Training Bulletins
e) Radio Procedure Manual
f) City of San Leandro Personnel Manual

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Acknowledge Receipt/Access/Review by Supervisor  Date

1. Establishing shift expectations with subordinates, acceptable conduct and training issues as they arise.

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Instructed/Demonstrated  Date

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Acknowledged  Date
2. The Senior Dispatcher’s role with the Support Services Division (PST’s, dispatchers, and records clerks).

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Instructed/Demonstrated  Date

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Acknowledged  Date

3. The Senior Dispatcher will be briefed about their role in respect to mentoring and leadership of dispatchers. The continued development of future generations of leaders shall be explained and stressed for the continued growth and development of our organization.

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Instructed/Demonstrated  Date

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Acknowledged  Date
4. The newly promoted Senior Dispatcher shall meet with the Dispatch Supervisor and Support Services Manager to discuss the duties & expectations of the Senior Dispatch. Additionally included topics shall include; adherence to and the chain of command, the importance of conducting command notifications.

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Supervisors Signature  Date

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Manager’s Signature  Date

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Acknowledged  Date

5. The Senior Dispatcher shall be briefed on the implementation of the Nixel 360 communication/ alert system

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Instructed/Demonstrated  Date
6. The Senior Dispatcher shall be trained in the completion and review of employee ISE Payroll. This training shall minimally include a review of and ensuring an understanding of logging normal hours worked, properly documenting overtime (Holidays and worked OT), documenting shift differential pay, specialty assignment pay and logging days off, i.e., sick time, comp time, r-time, holiday floats, furlough time, modified duty, etc. The Supervisor will also maintain current mandate logs.

Acknowledged

Date

Instructed/Demonstrated

Date

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Date

7. The Senior Dispatcher shall be trained in how to manage shift rotation, vacation sign up, vacation calculations, and pager sign up.

Instructed/Demonstrated

Date
8. The Senior Dispatcher shall be instructed on how to manage the Audio and Video Recording Systems; NICE/EBRCS Recorder, ATT recorder, Digital Logger, Watch Net.

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Instructed/Demonstrated Date

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9. The Senior Dispatcher shall record all vehicle pursuits & use of force recordings and maintain/manage them on the “G” drive.

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Instructed/Demonstrated Date

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Date
10. The Senior Dispatcher shall be informed of the dispatch equipment; such as EATON/Wright-Line (consoles), AT&T (phones), New World (CAD), Merritt Communications (headsets), and Office Relief (chairs). The Senior Dispatcher will also be familiar with IS Equipment room, Fire Alarm Panel (Delelect), and A/B Key box.

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Instructed/Demonstrated Date

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Acknowledged Date

11. The Senior Dispatcher shall be informed about outside resources such as BAWAR, CALICO, Children’s Hospital, and applicable call-outs/notification of Detectives, HNT/SWAT call-outs and Command Staff notification.

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Instructed/Demonstrated Date

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Acknowledged Date
12. The Senior Dispatcher shall be briefed on their responsibilities involving newly hired dispatch trainees; such as In-House Academy, training manuals, training workbooks, CTO Meetings, training schedule, daily evals, Bi-Weekly evals, Bi-Weekly meetings/recording review, probationary quarterly review and end of probation interview.

Instructed/Demonstrated Date

Acknowledged Date

13. The Senior Dispatcher shall be shown the task of maintaining POST Mandated Training Hours for dispatchers.

Instructed/Demonstrated Date

Acknowledged Date
14. The San Leandro Police Department values its employees and wishes to assist and support those who have been involved in critical incidents or are experiencing acute or chronic stress. Senior Dispatchers shall be briefed on peer support the department offers by members of the Critical Incident Stress Management Team. Members may also seek assistance through the city’s Employee Assistance Program.

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Instructed/Demonstrated  Date

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15. Training personnel shall ensure the Senior Dispatcher is up to date on their sexual harassment/discrimination training. Minimal training shall also include city policy review, the reviewing of applicable Lexipol Policies & Administrative Procedures to ensure the Senior Dispatcher is aware of complaint procedures and notification policy. The Supervisor shall attach a signed policy review to each annual evaluation.

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Instructed/Demonstrated  Date

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16. The Senior Dispatcher shall be briefed in the handling of citizens’ complaints. Training shall minimally cover: a review of applicable Lexipol Policies, procedural steps to include the identification of the complainant, identifying witnesses, handling the incident at the lowest possible level, conducting proper investigations, notification of command staff, dispositions and distribution of investigated complaints.

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Instructed/Demonstrated  Date

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17. The Senior Dispatcher will work to meet the State 911 Standards spelled out by CAL NENA Call Answering Standard/Model Recommendations

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Instructed/Demonstrated  Date

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18. The Senior Dispatcher will be familiar with the activation of an Amber Alert. This training shall minimally include the review of the applicable Lexipol Policy and shall include; conditions that must be met, steps for implementing an alert and notifications and whom is authorized to initiate an alert.

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Instructed/Demonstrated Date

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Acknowledged Date

19. The Senior Dispatcher shall be briefed on the handling of Missing Person cases. They will monitor dispatcher’s performance ensuring missing persons are entered into MUPS in accordance with the Lexipol Policy.

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Instructed/Demonstrated Date

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Acknowledged Date