

Job Title: Emergency Medical Technician
Department: Operations
Reports to: Deputy Director

Revision Date: 1 Jan 2019
FLSA Status: Non-Exempt

Position purpose and summary:

The ideal Emergency Medical Technician (“candidate”) will perform duties associated with providing basic emergency medical care to the sick and injured in accordance with all applicable laws, guidelines and Madison EMS policies in a professional and caring manner.

Essential duties and responsibilities:

The candidate must possess and apply knowledge, skills and abilities necessary to perform the duties of an emergency medical technician, in a dignified and compassionate manner, including:

- Responding to emergency and non-emergency calls calmly, efficiently and promptly;
- Administering basic life support to patients at the scene, en route to the hospital and in a pre-hospital setting, in accordance with federal, state and local laws, regulations and standards and in accordance with Company policies;
- Assessing the nature and extent of injury or illness to establish and prioritize medical procedures to be followed;
- Working jointly with the fire departments in town to assist in rescuing and extricating victims of accidents, sudden illness or entrapment using proper rescue and medical techniques (when appropriate);
- Treating patients at the scene, en route to the hospital and in a pre-hospital setting, in accordance with federal, state, local, laws, regulations and standards;
- Communicating with professional medical personnel and treatment facilities to obtain instructions regarding further treatment and/or to arrange reception of patients to the appropriate center;
- Maintaining order at scenes, including crowd disbursement and control of family and friends (when appropriate); and
- Completing patient care forms and all other documentation in a competent and timely fashion.

The candidate must perform all job responsibilities in a manner that protects patient privacy:

- The candidate is expected to protect the privacy of all patient information in accordance with Madison EMS's privacy policies, procedures and practices, as required by federal, Connecticut law and in accordance with general principles of professionalism as a health care provider. Failure to comply with the Company's Policies and Procedures on patient privacy may result in disciplinary action up to and including termination of employment with Madison EMS.
- The candidate may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The candidate may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Company operations.
- The candidate is encouraged and expected to report, without the threat of retaliation, any concerns regarding the Company's Policies and Procedures on patient privacy and any observed practices in violation of that Policy to the designated Privacy Officer.
- The candidate is expected to actively participate in Company privacy training and is required to communicate privacy Policy information to coworkers, observers, patients and others in accordance with Company Policy.

The candidate must possess and apply knowledge and skills necessary to perform the duties of a driver of ambulance equipment, including:

- Responding to instructions from a dispatcher and driving and operating specially equipped emergency vehicles to specified locations at a safe and controlled speed, in accordance with federal, state, local law, regulations and standards;
- Assuring that vehicles are in good working condition at all times, are properly maintained and stocked, have all necessary equipment and this equipment is in good working order at all times;
- Cleaning, organizing and restocking vehicles in a ready condition after each transport;
- Receiving requests for emergency and non-emergency ambulance service and other duties-related communication via two-way radio and other communication devices;

- Maintaining accurate records of ambulance equipment and other emergency equipment and/or personnel dispatched to each emergency and non-emergency request and other operation and administrative data as required to maintain the operational continuity of Madison EMS and as directed by superiors;
- Handling telephone communications professionally and efficiently with careful regard to the divulgence of information;
- Monitoring communication equipment to maintain contact with the dispatcher; and
- Maintaining apparatus and equipment in accordance with Company policies.

The candidate must perform routine tasks in and around the ambulance service building, including:

- Checking, restocking, inventorying and cleaning any apparatus operated by Madison EMS;
- Cleaning, emptying trash and other related duties in the station;
- Washing and drying towels, blankets and other laundry in the provided washing and drying equipment;
- Representing the ambulance service while on duty at public service functions, expositions and other public events;
- Providing ambulance stand-by services at sporting events and;
- Performing any other duty related to Madison EMS as designated by the EMS Director.

The candidate must also:

- Be a team player, as EMS is a team effort and providers must provide necessary assistance to ensure system sanitation, readiness and adherence to quality assurance standards;
- Be flexible, as emergency services operate on a 24-hour clock; the candidate's assigned work shift schedule may vary and the candidate should be available to respond immediately for a call during the assigned work period and the start and shift times may vary due to the nature of the business;

- Maintain a thorough working knowledge of local geography, which includes maps and streets;
- Maintain a thorough working knowledge of applicable current standards of care, including equipment functions and uses; and
- Assure that all certifications, licenses and registrations are maintained in accordance with Company policy.
- Conduct him/herself in a courteous, helpful, dignified and professional manner at all times when dealing with patients, co-workers, supervisors and or the public.

Qualifications:

Educational Requirements

The candidate must have a minimum of either a high school diploma or a GED as evidence of completion of a high school education. Bachelor's degree is preferred.

Certificates, Licenses and Registrations

The candidate must possess and maintain the following:

- Valid driver's license;
- Current State of CT EMT certification or Paramedic license without medical authorization;
- American Red Cross, American Heart Association, or equivalent CPR for the Professional Rescuer/Healthcare Provider;
- National Incident Management System Certifications (preferred):
 - 700, 800, 100, 200;
- EVOC/EVDT certification (preferred);
- Hazardous Materials Awareness (preferred);
- PHTLS, PEPP, BTLS and other certifications as appropriate.

Minimum Experience, Abilities Required and Special Requirements

This position requires two years of experience in the field of emergency medical services. The candidate must possess effective oral, written and interpersonal communication skills. Additionally, the candidate must possess basic working knowledge of computers and be able to enter necessary data into a computer.

Physical Requirements of the Position:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. The position requires significant physical strength and dexterity and the ability to function in very adverse environments with exposure to numerous safety risks typically found at emergency scenes.

The following guidelines are used to describe the frequency of activities in this position: (Occasionally equals 1-33%; Frequently equals 34%-66%; and Continuously equals 67-100% of a typical work day.)

STANDING/WALKING: Frequently to continuously when responding to calls. Optional while at rest at the facility. This usually includes: going to and from the emergency vehicle, getting patients from their locations and rendering treatment. Walking and running may vary, however, as the patient may be located inside a large, multi-floored facility. Standing, walking and running could be on all types of surfaces, including but not limited to: asphalt, cement, concrete, soft/packed dirt, linoleum, wood, hardwood floors, etc. The individual must be able to go up and down slight inclines or declines that may be found at roadsides, agricultural areas, etc. At a location, standing would occur more often than walking or running. Standing would occur on the wide variety of surfaces mentioned above. Standing could last from a few minutes to hours, depending on the situation. Standing could occur in the standard erect position, the kneeling or squatting position, etc.

SITTING: Frequently when responding to a location, the individual will sit in the emergency vehicle. The emergency vehicles are equipped with a standard installed vehicle seat. The time performing the sitting activity on a call would depend upon the specific situation.

LIFTING AND CARRYING: Frequently to continuously required to lift and carry weights ranging from a few pounds to over two hundred and fifty (250) pounds and above. Candidates will need to lift and carry, with one team member, adult patients, lifting them from various positions (such as a bed or a chair) onto various patient movement devices, such as an ambulance stretcher, a stair chair, long back boards, etc. and then efficiently and safely move them into an ambulance.

BENDING AND STOOPING: Frequently throughout a work shift the individual will be required to bend in a range of 1 to 90 degrees. The average situation will require the individual to work in a range of 35 to 65 degree bends. This would involve: lifting a patient, lifting equipment, treating a patient at ground level, sitting on a bench located in the ambulance. This activity may be prolonged and

last up to 30 minutes or more. During any given call, the provider may bend and/or stoop 1 to 15 times per incident.

CROUCHING AND KNEELING: Frequently. Crouching and kneeling may be performed when on the scene picking up equipment or assisting patients. The actual number of times this is done depends on the particular incident but may be up to 15 times for a duration up to 30 minutes or greater.

CLIMBING: Occasionally. This is required when climbing steps up and down with a patient on a stretcher or other device and when entering or exiting the emergency vehicle. Generally, the climbing would require that the candidate be lifting and carrying heavy objects such as a stretcher or other device with a patient on it. Balancing may be required when backing down staircases.

REACHING: Frequently to continuously throughout the work shift in order to review monitoring equipment, operate communication equipment, administer oxygen and operate equipment. The candidate may also be required to reach in precarious positions, such as in a vehicle, which has been crushed in an accident, or in other confined spaces. If working inside the ambulance en route to a medical facility, the candidate will need to reach to access the patient and supplies. Reaching will involve partial to full extension of the arms.

PUSHING AND PULLING: Frequently. The activities that would require the most force in pushing and pulling is when removing or returning a gurney to the emergency vehicle, with and without a patient on the gurney. The weight required to push/pull will vary, depending on the weight on the gurney. Slight pushing will be required if the candidate is performing CPR, which can require repetitive pushing and may range from a few minutes to hours. Pushing and pulling is required when operating and closing vehicle doors.

HANDLING OR GRASPING: Continuously. While working at any given location, continual bilateral gross manipulation is performed in this position. This may be involved when: opening/closing doors; and using, handling, carrying and/or operating medical equipment boxes that may weigh approximately fifty (50) pounds or more, stretcher rails, various handles attached to equipment and tools. The arm and hand must be able to perform all types of positions, including supination and pronation. Hyperextension, extension and flexion of the fingers will be involved, ulnar and radial deviation, abduction and adduction of the hand and wrist will be required. A wide variety of grasping will be required, such as cylindrical grasping, palmer grasping, hook grasping, tip grasping, lateral grasping and spherical grasping.

HAZARDS:

The candidate, when responding to emergencies, can be exposed to dust, fumes, gases, fire, smoke, adverse weather conditions and chemicals. Driving at speeds beyond the posted limit with due regard may occur and, therefore, the candidate may be exposed to vehicular accidents at a higher speed than normal. There is also exposure to body substances that may contain infectious materials that could cause illness or death. There is potential for bodily harm or death from violent patients, bystanders, or other dangers.

OTHER PHYSICAL REQUIREMENTS

- Maintain balance and strength in awkward positions;
- Speak clearly under stressful circumstances;
- Accurately communicate ideas orally and in writing in English;
- Respond physically with speed;
- Speak loudly; and
- Get along well with others.

Mental Requirements of the Position

- Handle a significant number of stressful situations and be able to function calmly; coolly and collectedly under all types of stressful situations;
- Get along well with diverse personalities;
- Communicate with patients and others with empathy and respect;
- Create and maintain a positive and cooperative working environment in stressful situations;
- Work smoothly and professionally in an environment where teamwork is essential;
- Analyze and interpret difficult and complex patient care and personnel situations;
- Work independently with a minimal supervision for assigned tasks;
- Reading (simple and complex), writing (complex), memorization, analyzing, math skills (simple);
- Exercise sound independent judgment within general Policy and procedural guidelines;
- Anticipate and identify problems and take initiative to prevent or correct them;

- Establish and maintain effective working relationships with all levels of personnel within the medical community, Madison EMS, outside agencies, patients and members of the community;
- Understand and follow federal, state and local laws and Madison EMS policies, procedures and rules;
- Follow orders;
- Remember and apply concepts, knowledge and principles; and
- Appropriately deal with stress and maintain composure when encountering serious injuries or illnesses.

Equipment Used

- Occasionally: Wheelchair, Stair chair, medications, monitor/defibrillator, suction equipment, airway equipment, telephone, vacuum cleaner, cleaning equipment, protective devices, protective clothing
- Frequently: IV supplies, bandaging, disposable supplies, durable equipment
- Constantly: Stretcher, maps, radio, phone, EMS bags

DISCLAIMER

*The information provided in this description is designed to indicate the general nature and level of work performed by candidates within this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this position. Management has the sole discretion to add or modify the duties of the position and to designate other functions at any time. **This position description is not an employment agreement or contract.***

ACKNOWLEDGMENT

I, _____, have read this position description in its entirety and fully understand the expectations, requirements and hazards associated with this position and that the job description and duties are subject to change at the discretion of the Company. I also understand that if employed by the Company, I am employed as an **at-will** employee and that the Company or I may terminate the employment relationship at any time, without notice and for any lawful reasons.

Employee Name (please print)

Signature of Candidate

Date

Reviewed by

Date