



ATTACHMENT 11

Line Personnel Job Descriptions

CARE AMBULANCE SERVICE JOB DESCRIPTION

Title: Emergency Medical Technician (Basic)

Supervisor: Operations Manager

Updated: April 2013

Status: Non-Exempt

Description: Under the direction of the Operations Manager, EMTs are responsible for providing medical care and transportation to patients aboard Care's emergency and non-emergency ambulances.

Duties:

- 1) Provide necessary medical care to all patients with whom the employee comes into contact, acting within the EMT scope of practice, as defined by state and county regulatory agencies.
- 2) Respond to all requests for service, as directed by Communications and provide the required transportation in accordance with the patient's medical condition and company policies.
- 3) Maintain adequate knowledge of and follows all company policies and procedures.
- 4) Comply with all company safety policies.
- 5) Follow the direction of higher medical authority and/or public safety officials, as appropriate.
- 6) Report information regarding patient condition and treatment rendered, to medical staff of receiving medical facilities.
- 7) Complete all required reports and paperwork in accordance with company policies and procedures.
- 8) Ensure the adequacy of stock levels and proper operations of ambulance equipment and supplies.

- 9) Clean and inspect equipment, ambulance and crew's quarters as needed or directed.
- 10) Maintain familiarity with all applicable maps, information resources and responsible requirements.
- 11) Maintain all required certifications and licenses in accordance with state and county regulatory agencies.
- 12) Operate company vehicles in accordance with all applicable laws and company policies and procedures.
- 13) Other duties as assigned.

QUALIFICATIONS

Required

- 1) Current California EMT Certification.
- 2) Current OCEMS EMT Accreditation.
- 3) Current CPR Certification, American Red Cross CPR/AED for the Professional Rescuer or American Heart Association BLS for Health Care Providers.
- 4) Current California Driver's License.
- 5) Current California Special Driver Certificate, Ambulance, within 60 days of employment.
- 6) Current Medical Examiner's Certificate.
- 7) Driving record acceptable under company's insurance program.
- 8) Effective verbal and written communication skills.
- 9) Pass "Post-Offer" medical evaluation, drug screening and background process.
- 10) Meet physical standards for job functions, as defined under the pre-employment physical exam program, including ability to lift 137 pounds to waist level (approximately 34 inches), ability to lift 40 pounds to shoulder height and ability to ascend/descend stairs with 90 pounds.

Preferred

- 1) Experience in a patient care setting.
- 2) Related driving experience.

Special Assignment / Fire Station Locations

- 3) Graduation from a California State Board of Fire Services or California State Fire Marshall Certified Academy, or equivalent.
- 4) Six months prior EMT experience
- 5) May not smoke or otherwise use any tobacco product.

Physical Demands

Physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing duties of this job, the employee is regularly required to use hands to perform medical procedures and assessments, reach with hands and arms, and speak and hear. The employee is frequently required to sit. The employee is required to stand, walk, climb or balance, stoop, kneel, crouch or crawl, and smell. The employee is required to maintain adequate physical conditioning to be able to perform job duties. Job duties are often performed at high stress levels requiring employee to function effectively and independently while maintaining good working relationships with partners, patients, and customers. The employee must frequently lift and/or move up to 125 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

The statements in this document are intended to describe the general nature and level of work performed by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. This document in no way constitutes a contract of employment.

Employee Acknowledgment _____ **Date** _____

CARE AMBULANCE SERVICE JOB DESCRIPTION

Title: Dispatcher / Call Taker

Supervisor: Director of Communications & Technology

Updated: April 2013

Status: Non-Exempt

Description:

Under the direction of the Director of Communications and Technology, the dispatcher / call taker is responsible for obtaining necessary information from agencies and customers requesting service, coordinating various types of services, schedules requests to meet resource availability, dispatching the appropriate personnel in response to service requests, processing requests by field crews, facilitating information flow between administrative staff and field personnel, coordinating services and reimbursement programs with various payors, and performing assigned clerical and billing functions.

Duties:

1. Answer customer calls for service.
2. Input and update emergency and non-emergency call data
3. Monitor, update and control the location and movement of field units.
4. Act as a resource point for healthcare facilities and other agencies utilizing the services of Care Ambulance.
5. Ascertain proper levels of response and allocate resources to match dynamic system demands.
6. Monitor and document response times of units, investigating and reporting all response time exceptions.
7. Maintain excellent knowledge of company policies, procedures and medical protocols.

8. Demonstrate extensive knowledge of all Communication Center equipment, including telephones, radios, and computers and tracking mechanisms.
9. Utilize protocol systems.
10. Interact with various public safety agencies, healthcare facilities, dispatch centers, insurance agencies and managed care organizations.
11. Act as a customer liaison with agencies and other departments, participating in customer education and marketing.
12. Research and answer customer inquiries.
13. Obtain insurance or managed care authorizations.
14. Communicate service delays.
15. Actively work with customers and/or ancillary providers to meet the customers' service demands.
16. Determine medical necessity for ambulance services.
17. Follow the deployment plan appropriately and consistently.
18. Maintain a calm atmosphere, non-emotional, professional tone throughout the Communications Center.
19. Maintain knowledge of customer contracts and agreements.
20. Assist responding units with routing instructions to scenes when necessary; relay efficiently and accurately utilizing all map resources.
21. Attend scheduled meeting and training sessions.
22. Perform assigned clerical and billing functions.
23. Perform other duties as assigned.

Qualifications:

- Ability to accurately input oral information on computers.

- Excellent written and verbal communication skills.
- Free of significant uncorrectable hearing deficit.
- Ability to perform multiple tasks.
- Demonstrated knowledge of local geography of Orange and Los Angeles Counties.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands to handle or feel objects, tools, or controls, reach with hands and arms, and talk or hear. The employee is frequently required to sit and stoop, kneel, crouch, or crawl. The employee is occasionally required to stand, walk, and climb or balance. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus.

The statements in this document are intended to describe the general nature and level of work performed by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. This document in no way constitutes a contract of employment.

Employee Acknowledgment _____ Date _____

CARE AMBULANCE SERVICE JOB DESCRIPTION

Title: Operations Manager

Supervisor: Operations Division Manager

Updated: April 2013

Status: Exempt

Description:

Using independent judgment and thinking, the Operations Manager is responsible for the smooth operations of field operations, ensuring that all personnel, vehicles and equipment operates in a professional and efficient manner. The Operations Manager will provide hands-on daily coaching in the field, offering assistance, guidance, and mentoring to EMTs to improve their level of skill and service.

Duties:

- 1) Supervise and coordinate the activities of field personnel. Respond to assigned calls for service and coordinate assigned ambulance resources.
- 2) Review daily unit schedule and assignments to determine available resources on duty.
- 3) Make contact with assigned crews in the field on an ongoing basis throughout the shift. Observe behaviors of crews in action and provide coaching and constructive advice to improve their performance. Acknowledge quality work and interactions with patients, nurses, family members, fire, etc.
- 4) Manage reports from field personnel regarding work assignments, vehicles and equipment.
- 5) Inspect on-duty vehicles and equipment, ensuring compliance with all company, state and local requirements.
- 6) Coordinate fleet repairs and preventative maintenance with fleet department.
- 7) Coordinate the successful launch and recovery of ambulances and personnel.

- 8) Participate in EMT recruitment and hiring.
- 9) Inspect crew quarters for cleanliness and safety. Investigate any deficiencies.
- 10) Observe all field personnel's attire and ensure compliance with company policies.
- 11) Ensure that Operations Division Manager is continuously made aware of all issues pertaining to operations through written and oral communications.
- 12) Implement all directives issued by the Operations Division Manager.
- 13) Participate in the implementation of goals, objectives, policies and procedures.
- 14) Maintain availability during disaster situations or mass casualty incidents and assist in any necessary capacity.
- 15) Coordinate requests for special event stand-by coverage, health fairs, community events and other related events.
- 16) Attend and participate in management meetings.
- 17) Conduct employee performance reviews.
- 18) Other duties as assigned.

Requirements:

Demonstrated leadership qualities and personal communication skills. Demonstrated skill and willingness to mentor and guide EMTs to be successful. Must maintain ability to be insured through company's insurance carriers. Minimum one year experience as a Care Ambulance EMT. Current EMT Certification, Orange County Provider License, and Ambulance Driver's License required. Manage with a positive focus in a fast paced environment.

Physical Demands:

Physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing duties of this job, the employee is regularly

required to use hands to perform medical procedures and assessments, reach with hands and arms, and speak and hear. The employee is frequently required to sit. The employee is required to stand, walk, climb or balance, stoop, kneel, crouch or crawl, and smell. The employee is required to maintain adequate physical conditioning to be able to perform job duties. Job duties are often performed at high stress levels requiring employee to function effectively and independently while maintaining good working relationships with partners, patients, and customers. The employee must frequently lift and/or move up to 125 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

The statements in this document are intended to describe the general nature and level of work performed by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. This document in no way constitutes a contract of employment.

Employee Acknowledgment _____ Date _____

CARE AMBULANCE SERVICE JOB DESCRIPTION

Title: Operations Division Manager
(Los Angeles and Orange County)

Supervisor: Director of Operations

Updated: April 2013

Status: Exempt

Description: The Operations Division Manager is responsible for managing the day-to-day operations within the assigned county to meet strategic direction and goals.

- Duties:**
- 1) Supervise activities of assigned Operations Managers and field personnel to ensure effectiveness in all aspects of daily operations.
 - 2) Resolve complaints from field personnel regarding work assignments, vehicles and equipment.
 - 3) Coordinate the successful launch and recovery of ambulances and personnel.
 - 4) Review completed Patient Care Records (PCRs) for completeness and accuracy. Account for PCRs according to Dispatch Log Reports.
 - 5) Act as company representative to assign county and city functions.
 - 6) Ensure optimal service levels to all customers and patients.
 - 7) Manage inventory in a cost-effective manner.
 - 8) Inspect crew quarters for cleanliness and safety compliance. Investigate any deficiencies.
 - 9) Ensure that the Director of Operations is continuously made aware of the issues pertaining to operations through effective written and oral communications.

- 10) Implement all directives issued by the Director of Operations.
- 11) Maintain availability during disaster situations or mass casualty incidents and assist in any necessary capacity. Maintain ability to lead ambulance strike team deployments.
- 12) Other duties as assigned.

Requirements:

Demonstrated leadership qualities and personal communication skills. Operational knowledge of local EMS systems and five years experience in an EMS related field. Minimum two years experience in supervising others. Knowledge of PC usage and general office software operations. Must maintain ability to be insured through company's insurance carriers. Current EMT-Basic certification. Preferred bachelor's degree in business, healthcare or related field of study.

Physical Demands:

Physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing duties of this job, the employee is regularly required to use hands to perform medical procedures and assessments, reach with hands and arms, and speak and hear. The employee is frequently required to sit. The employee is required to stand, walk, climb or balance, stoop, kneel, crouch or crawl, and smell. The employee is required to maintain adequate physical conditioning to be able to perform job duties. Job duties are often performed at high stress levels requiring employee to function effectively and independently while maintaining good working relationships with partners, patients, and customers. The employee must frequently lift and/or move up to 125 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

The statements in this document are intended to describe the general nature and level of work performed by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. This document in no way constitutes a contract of employment.

Employee Acknowledgment _____ Date _____

CARE AMBULANCE SERVICE JOB DESCRIPTION

Title: Director of Operations

Supervisor: Chief Executive Officer

Updated: April 2013

Status: Exempt

Description:

The Director of Operations is responsible for the overall direction and coordination of ambulance field services, training, safety and risk management, loss control, regulatory compliance, fleet services and purchasing for the operations division. Provides strategic direction and management for all operations division.

Duties:

- 1) Supervise activities of all Division and other Managers to ensure effectiveness in all aspects of daily operations.
- 2) Evaluate staff members' performance and give guidelines or suggestions for improvement.
- 3) Maintain up to date knowledge of current protocols set by regulatory agencies pertaining to ambulance service.
- 4) Investigate problems or inquiries that involve field personnel.
- 5) Maintain an open door policy for all employees who wish to discuss issues, policies, procedures or problems that could not be resolved through the chain of command.
- 6) Attend and participate in weekly management meetings.
- 7) Assure that the CEO is continuously advised of all operational issues through written and oral communications.
- 8) Assist in the development of operating budget and work toward efficient utilization of that budget.

- 9) Ensure that all operational policies and procedures are communicated and explained to all staff and field personnel in a timely manner.
- 10) Implement all directives issued by the CEO.
- 11) Assure compliance with all safety procedures and directives.
- 12) Review operational reports to track performance and develop improvement plans.
- 13) Responsible for the development and implementation of company wide safety and risk management program.
- 14) Track and investigate claims for loss. Develop operational plans to prevent future losses.
- 15) Interview and hire field personnel.
- 16) Other duties as assigned.

Requirements:

Demonstrated leadership qualities and management experience. Bachelor of Arts or Bachelor of Science Degree and/or equivalent. Thorough knowledge of financial management and human resources development. Strong people skills and commitment to progressive management practices.

Physical Demands:

Physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing duties of this job, the employee is regularly required to use hands to perform medical procedures and assessments, reach with hands and arms, and speak and hear. The employee is frequently required to sit. The employee is required to stand, walk, climb or balance, stoop, kneel, crouch or crawl, and smell. The employee is required to maintain adequate physical conditioning to be able to perform job duties. Job duties are often performed at high stress levels requiring employee to function effectively and independently while maintaining good working relationships with partners, patients, and customers. The employee must frequently lift and/or move up to 125 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

The statements in this document are intended to describe the general nature and level of work performed by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. This document in no way constitutes a contract of employment.

Employee Acknowledgment _____ Date _____