

South Howell County Ambulance District Job Description	
Operational Area: Medical Transports	Job Title: MT Ops. Technician
Reports to: MT Operations Manager	Reports From: N/A
FLSA Status: Non-Exempt	
Prepared By: James McGee	Reviewed By: J. Lashley, HR. I. Hoyt, MT. Ops. Man.
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South Howell County Ambulance District’s Mission Statement:

- South Howell County Ambulance District is, and will remain, “THE Difference in EMS Care” through our passionate commitment to excellence in patient care. We will accomplish this by: Living our Values, (Dedication, Accountability, Integrity, Teamwork); Striving tirelessly to service our community by providing the best ALS, BLS, and non-emergency medical transport; Providing the best education and training for our professional staff; Promoting public CPR, first aid and other public safety courses, and Continually improving our level of organizational performance and quality

Medical Transportation Supportive Mission:

- Medical transportation operations supports the primary mission by reducing the number of non-medically necessary ambulance transports. Therefore assisting in managing fatigue of the clinical operations crews as well as the subsequent increase in costs to the district to provide the staff to do so.
- Of equal importance to the community is it provides 24 hour a day seven day a week non-medically necessary transport of our public to and from medically related appointments and for passengers discharged from a hospital and have no other means of transport to a residence or skilled nursing facility.

Definition

Non Medically Necessary: is defined as a passenger being transported who requires no medical attention by trained Missouri certified attendants to perform assessment, monitor vital signs or intervene with any type of care. If medical attention is necessary as stated by a physician, advance medical practitioner or, South Howell clinical operations staff then the passenger transport will be deemed medically necessary with ambulance personnel transporting via an ambulance.

Summary Statement Stating the Function of This Position:

- The MT Ops Technician is responsible for safely and securely transporting passengers from points of pick up to destinations related to medical appointments, or medical facilities.

Primary Job Accountabilities:

1. Comprehensive knowledge of operational directives, policy and procedures related to this area of operations
2. Maintaining professional working relationship with other departments within the district and with the public
3. Accountable for the safe handling of all equipment used
4. Comprehensive knowledge of equipment used to ensure that passenger, partner and self are moved safely
5. For reporting ANY safety/security issue immediately to the department head, supervisor or a member of the leadership team
6. Maintaining current status in any required credentialing
 - Notifies department head if extra training is needed

Note: The above are not the exhaustive list of accountabilities. Other duties may be assigned which may or may not be related to the primary accountabilities yet would be reasonable with the individuals skill set and behavior and which also are supporting the department in our overall mission.

Primary Job Competencies:

1. Will keep vehicles, equipment, workstation and self in professional appearance
2. Performs vehicle and equipment safety inspection prior their first assignment of the day, maintains awareness of equipment as used to ensure it remains in good working order
3. Completes all required paperwork, cleans vehicle, reports any safety issue prior to ending shift
4. Arrives at assignments on-time, communicates with Emcomm if there will be any delay
5. Manages each transport with excellent customer service
6. Complies with guiding documents located in operational area manual, policy/procedures, mission, vision and values statement

Note: The above are not the exhaustive list of competencies. Other duties may be assigned which may or may not be related to the primary accountabilities yet would be reasonable with the individuals skill set and behavior and which also are supporting the department in our overall mission.

Measurable Performance Grouping Related to Competencies

Below are criteria related to any performance based remuneration and/or pay increase which would be based on objective documentation of compliance with their job description, departmental operational guidelines, departmental/administrative directives and the District's policy and procedure manual. Any Board approved performance based remuneration/pay raise would be part of an overall District wide program to improve all district operations.

- *Below expectation performance:* the employee fails to meet a minimum level of measurable performance by displaying behavior/s less than conducive to a positive workplace; i.e. argumentative, overly and unjustifiably critical of others/system, has received warnings/write-ups etc. This employee will receive minimum, if any, performance type remuneration and/or pay raise.
- *Meets Expectations:* the employee meets the minimum level of measurable performance and is valuable as they are the type who show up for work, perform their duties and seldom cause any workplace issues. This employee would receive middle-of-the road performance remuneration and/or pay increase.
- *Superior Performance:* the employee exceeds in their work by complying with policies while actively taking on extra duties, which mentor and interact with their team in a positive uplifting way, who share with management methods to improve the workplace and/or system, who attend meetings etc. This employee may receive up to the maximum allowed remuneration and/or pay raise

Qualifications and/or Work Experience Required to Meet/Support Expected Performance:

- *Education* – high school diploma or general education degree, (GED)
- *Work History* – preferred, but not required, experience in passenger transportation and/or customer service type position
- *Requirement/Certifications/Skills* – required: must be 21, will have FBI/MSHP/DHSS background check for: crimes of violence, substance/sexual abuse, - No more than 1 at fault accident or 2 moving violations within the past three (3) years – no suspensions or revocations in the past three (3) years – no DUI/DWI convictions in the past three (3) years, No felonies in the last seven (7) years or suspended sentences. Must pass a functional range of motion (FROM) test and will be given a drug screen. Certifications/skills: CPR/BLS for healthcare, valid class “E” driver’s license, will train for CPR/BLS and must have class E before any passengers are transported
- *Communication Skills* – basic understanding of and be able to effectively communicate using the English language for verbal and written communication, ability to hear/read and comprehend so as to effectively follow through on

simple to complex instructions, ability to write or type out understandable simple to complex sentences, ability to effectively present information in one-on-one and small group situations to customers and other employees

- *Computer Skills* – basic understanding of laptop/desktop/iPad type computers, accessing the internet, maneuvering through/entering-retrieving data from documents, check and create emails and calendar events, log in/off a computer, familiar with Microsoft's Word/Excel/PowerPoint/Outlook
- *Math Skills* – basic high school math ability to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions and decimals
- *Reasoning Abilities* – able to effectively multitask in a manner according to the needs at hand, able to piece together information so as to act in a rational manner, apply common sense understanding to carry out instructions furnished in written, oral or diagram form

SHIFTS, HOURS WEEKLY AND ESTIMATED OVERTIME:

- This department is staffed and transports passengers on a 24/7/365 model.
- Position hours are anywhere from paid-on-call, to part-time to full-time position – clarification will be given by department head
- As transport requests cannot be controlled shift work and hours will be prone to change on a day to day basis
- Overtime is expected of full-time staff
- Some training is mandatory but in most cases can be completed at the station
- Overnight travel will be rare

PHYSICAL REQUIREMENTS OF JOB TASKS:

Note: the "intermittent" – "Constantly" definitions cover all this section of physical requirements. You can reference the standing subsection, walking subsection etc. back to these definitions. All may be performed during initial or return fitness for duty testing, passenger transport situations or training sessions. Should an MT operation tech wish for clinical operations duty they will need to be physically fit enough to pass and meet the requirements for that skill set.

INTERMITTENT is on an "on and off again" basis;

RARELY = <1 % of the time

FREQUENTLY = 34 - 66% of the time

OCCASIONALLY = 1 - 33% of the time

CONSTANTLY = 67-100% of the time

Percentage of work day and/or intermittence is noted if appropriate. **N/A denotes "not applicable."** Surface, body part involved, object used, weight, distance, and average/maximum times are noted below.

1. **STANDING:** Frequently, dynamic and static standing, performing emergency rescue/medical procedures
2. **WALKING:** Frequently, walking around station for duties, to and from patient care situations, training
3. **SITTING:** Frequently, while riding/driving the transport van, performing paperwork, down time between assignments when at station
4. **DRIVING:** frequently
5. **BALANCE:** Occasionally, when accessing and moving passengers
6. **WORK AT HEIGHTS:** N/A, does need to consider the hydraulic lift on the van raise the passenger to a height of 36" and employee may occasionally be at that height also.
7. **CLIMB STAIRS:** Frequently when accessing locker room area of station or enter/exiting a passenger's residence
8. **WALK ON ROUGH or UNEVEN SURFACES:** Frequently at passenger residences etc.
9. **TWIST OR TURN:** Frequently, getting into awkward positions to reach and move passengers
10. **BEND/STOOP:** Frequently, moving passengers and/or securing them in van, performing station duties, putting away supplies
11. **CROUCH/SQUAT:** Occasionally, accessing passengers and, performing station duties, putting away supplies
12. **CRAWL/KNEEL:** Rarely to occasionally when securing passenger in van

13. **PUSH/PULL:** Frequently in moving passengers to and from cot and/or wheelchair, moving cleaning supplies, receiving and stocking medical supplies
14. **CARRY:** Frequently in moving passengers to and from cot, moving cleaning supplies, receiving and stocking medical supplies

USING HANDS, FINGERS, MAJOR JOINTS, REACHING, MOVEMENTS ETC:

1. **SHOULDER TO OVERHEAD:** Frequently, accessing supplies at station and in the vans uses hands/fingers for skills requiring fine touch and dexterity
2. **WAIST TO SHOULDER:** Occasionally to frequently, accessing and moving passengers at locations
3. **KNEE TO WAIST:** Occasionally to frequently, accessing and moving passengers at locations
4. **FLOOR TO KNEE:** Occasionally, reaching down for equipment at ground/floor level
5. **EXTENSION/FLEXION:** Frequently, opening/closing van or station doors and moving passengers or equipment/supplies, entering and exiting the van
6. **HANDLING/GRASPING:** Frequently, handling cot, hospital beds, passengers and associated equipment
7. **POWER GRASPING:** Frequently, handling cot, hospital beds, passengers
8. **FINGER/FEEL:** Frequently, typing on a computer, using a telephone
9. **OPERATE FOOT CONTROL:** Frequently, when driving the van or District managed vehicle
10. **SPEAK/HEAR REQUIREMENTS:** Essential, must be clear to perform the duties of this position
11. **SMELL:** Essential, must be able to distinguish between noxious/toxic fumes
12. **VISION REQUIREMENTS:** Near and far acuity, peripheral vision and depth perception is essential to perform the duties of this position
13. **LIFTING and/or CARRYING:** will be lifting and/or carrying varying weights consisting of; equipment, patient, supplies and station related gear in all types of weather and varying terrain

1 -10 lbs.	Frequently
11 - 20 lbs.	Frequently
21 - 30 lbs.	Frequently
31 - 50 lbs.	Frequently
51 - 75 lbs.	Frequently
76 - > 100 lbs.	Rarely to occasionally

NOTE: In terms of lifting and/or carrying, heavier amounts of weights (>100#) may be lifted frequently, while lighter passengers (such as children) are lifted rarely too occasionally, both usually at a distance of 100 feet or less

ENVIRONMENTAL CONDITIONS:

1. **FUMES, CHEMICALS, DUST, ODORS:** Rarely, odors from cleaning solvents, fuels, vehicle exhausts including diesel exhausts, and toxic materials
2. **EXPOSURE TO EXTREME CHANGES IN TEMPERATURE:** Seasonal and/or environmental temperatures with humidity in excess of 80%, cold weather to below zero with well below zero wind chills, rain, snow, sleet, and rarely conditions of extreme and violent storms; duties performed under all kinds of weather conditions
3. **VIBRATION:** Riding in vehicles
4. **NOISE:** phone, office conversation, ambient noise from van
5. **LIGHT:** Duties performed under natural and artificial light conditions
6. **HAZARDS:** occasionally - slipping on wet/slippery surfaces, tripping on raised or uneven surfaces, weather extremes, frequently – risks associated with driving, exposure to airborne pathogens associated with transported

passenger during seasonal periods, rarely, contact with a wound or dressing with blood borne pathogens, weather extremes

7. INDOOR OR OUTDOOR WORK: roughly 40% indoors and 60% outdoors

POSSIBLE JOB MODIFICATIONS:

- MT OPERATIONS TECHNICIANS must be physically and mentally capable of performing and functioning at the full range of physical/emotional demands of the position; individuals returning from leave due to an injury or long term illness will not be cleared to perform duties until a fitness for duty assessment is completed. Light duty may be an option; however work hours will be dependent on availability of light duty in another department which does not carry the physical demands similar to clinical operations.

Staff who perform medical transportation operations duties must be physically and mentally capable of performing and functioning at the full range of physical/emotional demands of the position. Individuals returning to duty due to an injury or long term illness will not be cleared to perform duties until medically cleared to perform and, successfully complete a Functional Range of Motion test. Light duty may be offered if available as an option however work hours will be dependent on availability of light duty in another department which does not carry the physical demands similar to clinical operations.

- A. South Howell County Ambulance District reserves the right to modify this job description insofar as such modification does not violate Federal or State law/regulations, is retaliatory in nature and/or creates a hostile work environment for a protected class*
- B. This job description may be altered to reasonably accommodate a qualified disabled individual insofar as such accommodations are not cost prohibitive and the individual can meet the required accountabilities, competencies and physical requirements of the position*
- C. This job description in no way implies or is to be construed/interpreted to be an employment contract as the employee relationship is "at-will". Meaning, the employee or District can sever ties with or without advanced notification or reason*