

<b>South Howell County Ambulance District Extra Duty Description</b>	
<b>Operational Area:</b> EmComm	<b>Job Title:</b> Dispatcher – Clinical/MT Transport Logistics
<b>Reports to:</b> I.T./Communications Ops. Manager	<b>Reports From:</b> N/a
<b>FLSA Status:</b> Non-Exempt	
<b>Prepared By:</b> James McGee	<b>Reviewed By:</b> Charles Rader, Dept. Manager
<b>Original Date:</b> 10/08/2013	<b>Revised:</b> 03/30/2016, 01/18

**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

**EmComm Supportive Mission:**

- EmComm supports the primary mission by providing professional call intake of emergency, non-emergency and interfacility transfers of both “patients” for clinical operations and “passengers” for medical transport operations. Data is also entered and tracked into a computer aided dispatch program to ensure transport timed thresholds are complied with. Safety and security is also supported by this department as video monitoring of the premises as well as weather and traffic can be monitored for local, regional and long distant transports
- It also supports fatigue control by allowing clinical crews time to sleep (dependent on call volume) during the night and by coordinating with clinical shift supervision to assign the crew most rested to an assignment.
- EmComm plays a pivotal role in our ambulance and medical transport revenue cycles by ensuring required paperwork is fully completed prior to transport out of a hospital.

**Summary Statement Stating the Function of This Position:**

- This position is charged with calmly and professionally handling emergency, none-emergency call intake as well as the dispatching of ambulances or medical transport vans. They will also coordinate for helicopter rendezvous as needed or requested by field operations staff.

**Primary Job Accountabilities:**

1. Intake, scheduling transports, assigning drivers, data entry and dispatching for all medical transports
2. Emergency and non-emergency call intake from 911 transferred requests for ambulance service. Assigned ambulance level of care – basic or advanced – needed as well as response category - lights and siren or not. Provides pre-arrival instructions to the person/agency requesting.
3. Accurately entering dispatching related data into computer aided dispatch and other related programs
4. Tracking of current environmental conditions and relay changes to staff out on clinical or medical transport field assignments.
5. Utilizes on-line scheduling program to send “page out” for staff to assist in high call volume areas
6. Effectively coordinate communications when helicopter is required to intercept ground ambulance enroute to large major care center during interfacility transfer
7. Remain current on all operational aspects assigned and the policy/procedures, practices and common-sense connections of the Districts guiding documents

*Note: The above are not to be considered an 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 or our overall mission.*

**Primary Job Competencies:**

1. Remain calm while accurately completed emergency and non-emergency assignments.
2. Accurately while using professional customer service provide intake, scheduling, handing out assignments and tracking of medical transport calls
  - a. enters data into current computer aided dispatch program for points one (1) and two (2)
  - b. enters/reviews staffing data in the web-based scheduling program
3. Complies with assigned duties posted for shift work
4. Provides updated weather, road hazard and environmental information to field operations staff by keeping computer logged into web based notification programs
5. Must be proficient in utilizing a computer/tech heavy environment for: data entry; accessing and maneuvering thru web-based program environment, and speak in clear/concise tones
6. Accurately while using professional customer service provide intake, scheduling, handing out assignments and tracking of ambulance calls
  - a. enters data into current computer aided dispatch program for points one (1) and two (2)
  - b. enters/reviews staffing data in the web-based scheduling program
7. Can effectively operate in a work environment that calls for prioritization of concurrent tasks with multiple visual and audio inputs.

*Note: The above are not to be considered an exhaustive list of competencies and/or duties. Others 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 or our overall mission.*

Measurable Performance Grouping – 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:**

- Previous dispatching experience with a positive reference/recommendation or an environment with a similar dispatching environmental skill set
- High school diploma or GED with associates degree and/or college hours preferred
- Typing, opening and closing of web-based and other programs and email etc.
- Must be able to speak clearly using English as a primary language. To remain calm when taking information during life threatening situations as well providing reassurances via pre-arrival instructions. Able to speak clearly and have courteous customer service skills using English as primary language
- Must be able to quickly maneuver in an environment with multiple computer screens, phone lines etc.

**SHIFTS, HOURS WEEKLY AND ESTIMATED OVERTIME:**

- Dispatch will be staffed with two dispatchers on day and two on night shift working 12 hours.
- Any shift may or may not have assignment breaks as breaks will be dependent on work volume. Management retains to right to alter any work schedule to meet the needs of the public.
- Overtime will may occur with hours dependent on availability of part-time staff and/or work volume
  - Some overtime may be mandatory

**WORK ENVIRONMENT and GENERAL PHYSICAL REQUIREMENTS OF JOB TASKS:**

- Room consists of two dispatching workstations. Both with multiple computer screens and two large screen wall mounted monitors. A multiline phone system, and a cell phone will also be at the station with a room fax machine. You will be expected to work and interact with another dispatcher, EMS, Medical Transport, and management/office staff.

The key below is a general representation of the job task and the physical expectations etc. expected for this position.

*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*

**STANDING:** Occasionally  
**WALKING:** Occasionally  
**SITTING/:** Constantly  
**DRIVING:** Rarely  
**BALANCE:** For sitting and/or accessing areas within the station  
**CLIMB STAIRS:** Rarely

**TWIST OR TURN:** in chair or to move into and out of chair  
**BEND/STOOP:** Occasionally  
**CROUCH/SQUAT:** Occasionally  
**CRAWL/KNEEL:** Rarely  
**PUSH/PULL:** Occasionally  
**CARRY:** Occasionally – related to supplies

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

**SHOULDER TO OVERHEAD:** Rarely

**WAIST TO SHOULDER:** Occasionally

**KNEE TO WAIST:** Occasionally

**FLOOR TO KNEE:** Occasionally

**EXTENSION/FLEXION:** Occasionally

**HANDLING/GRASPING:** Frequently – phone, paperwork etc.

**POWER GRASPING:** Rarely

**FINGER/FEEL:** Constantly – typing, entering data, answering phone

**OPERATE FOOT CONTROL:** Occasionally – a foot control is available for two way radio

**SPEAK/HEAR REQUIREMENTS:** Constantly – major requirement for phone intake information, operating two way radio and customer service

**SMELL:** rarely

**VISION REQUIREMENTS:** Constantly – major requirement as sharp vision and distinguishing between colors is imperative to interpret color coded transport assignments and weather warning for safety

**LIFTING and/or CARRYING:**

1 -10 lbs.            Frequently

11 - 20 lbs.        Frequently

21 - 30 lbs.        Occasionally

31 - 50 lbs.        Occasionally

51 - 75 lbs.        Rarely

76 - > 100 lbs.    Rarely

**ENVIRONMENTAL CONDITIONS:**

**FUMES, CHEMICALS, DUST, ODORS:** Rarely – in event of an in-house emergency

**VIBRATION:** Rarely

**NOISE:** Frequently but not as a hazard as its part of the overall environment in a room with more than one dispatch station

**LIGHT:** Constant but not as a hazard

**HAZARDS:** primarily would be trip/fall which is mitigated with multiple overhead fluorescent as well as individual station lighting and electrical which is mitigated with city of West Plains, MO credentialed and certified electrician performing any work.

- 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 and/or has as its intent to create a hostile work environment*
- B. *This job description can be changed to reasonably accommodate a qualified disabled individual insofar as such accommodations are not cost prohibitive and allow the individual to meet the required accountabilities, competencies and satisfy the physical requirement*
- 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*