

Position: Paramedic
Reports to: Emergency Services Director

Department: EMS
Employee:

POSITION DESCRIPTION

Performs responsible work in transporting patients and in rendering emergency medical aid and life saving measures. An employee in this class performs responsible work in transporting both emergency and non-emergency patients and in rendering emergency medical care and life saving measures. Work involves responding to emergency calls, obtaining information from the patient, patient's relatives or by-stander, evaluating the condition of the patient, and providing necessary emergency care and treatment. Work also involves the responsibility for the safe operation, condition and care of the ambulance vehicle ensuring proper functioning of all equipment and adequate stock of supplies, equipment and material used. The employee will assist emergency room personnel when their help is requested by the emergency department staff. Duties require the exercise of independent judgment and discretion in the assessment and evaluation of patient's condition and in determining and administering proper care and treatment. Tact, courtesy and firmness are required in all contacts with patients, witnesses, patient's families and hospital personnel. Duties are performed under general supervision of the emergency services director and shift supervisors who review work for adherence to policies and procedures, efficient service and optimum care to patients.

JOB DUTIES AND FUNCTIONS

1. Responds to emergency calls from patients, patient's friends or relatives, law enforcement and other individuals; obtains information from the patient or relatives concerning history of illnesses or diseases; evaluates the nature of the emergency and patient's condition and determines extent of injury or illness. Most of patient information obtained from Perquimans 911 Communications.
2. Communicates with hospital emergency department personnel to inform them of patient enroute to hospital and relays information concerning nature and extent of the patient's injury or illness; calls for support or assistance from other emergency service agencies as needed.
3. Provides the necessary care and treatment of the patient to include cardiopulmonary resuscitation, suctioning, bandaging, splinting, administering oxygen, treatment of shock and other emergency care and advance life support measures in accordance with established procedures.
4. Obtains permission and prepares patient for transport to include such care as stopping bleeding, providing airway for unconscious patients, immobilizing trauma victims, administering antidotes to poison victims, elevating parts of the body and keeping the patient as calm and stabilized as possible for transport.
5. Transports out-of-town transfers, convalescent patients to and from rest homes, and other patients required to be transported by ambulance for regular out-patient treatment.
6. Checks ambulance vehicles daily to detect malfunctions and to ensure efficient operation and clean and orderly physical condition, conducts inventory of equipment and supplies and restocks ambulance as needed; performs minor maintenance on ambulance vehicles.
7. Completes Ambulance Call Report at the completion of each call or run reflecting data required for insurance, Medicare, Medicaid, and other legal purposes.
8. Attends in-service education classes to broaden knowledge and skills in the care and treatment of patients; attends other training programs offered by the State, and county to include fire rescue techniques, high level rescue and other emergency and lifesaving procedures.
9. Assist in the cleaning and orderly care of the headquarters office.
10. Serves as a liaison between the patient, patient's relatives and hospital personnel; allays fears of the patient and family and elicits cooperation for property treatment and care.
11. Works with all hospital personnel to promote and maintain harmonious working relationships, to provide quality emergency care and treatment of patients and safe, efficient transportation of the seriously ill or injured patients to the hospital for advanced medical care.
12. Performs related duties as required.
13. Performs other duties as assigned by the emergency services director or shift supervisors.

JOB KNOWLEDGE, SKILLS, AND ABILITIES

1. Thorough knowledge of emergency medical equipment and its proper usage.

2. Thorough knowledge of N.C. State Office of Emergency Medical Services and Perquimans County regulations governing certification and re-certification procedures.
3. Considerable knowledge of the geography of the local area.
4. Considerable knowledge of the operation and mechanical aspects of ambulance vehicles and knowledge of and ability to practice good defensive driving.
5. Ability to assess the condition, determine the extent of injury or illness of a patient and respond accordingly in providing the most efficient, quality patient care.
6. Ability to carry, lift, climb, extricate and perform other physical maneuvers involved in rescuing and rendering emergency care to the patients.
7. Ability to learn, understand and apply additional training and education.
8. Ability to gain the confidence and secure the cooperation of patients.
9. Ability to assist in the training of Emergency Medical Technician, Advanced EMT and Paramedic students in various phases of emergency medical care and in other job-related duties and assignments.
10. Ability to deal tactfully, courteously, and firmly with patient or their representatives and the general public.
11. Ability to maintain effective working relationships with other employees.
12. Ability to express ideas clearly orally and in writing.
13. Ability to follow protocols and or directions from medical control when treating patients.

QUALIFICATIONS/SPECIAL REQUIREMENTS

1. Successful completion of an approved North Carolina Office of EMS Paramedic training program and certification as a Paramedic and maintain level of certification.
2. Successful completion of additional course work and/or certification to include, at a minimum, certification in cardiac care, pediatrics and trauma, as determined necessary by the Emergency Services Director.
3. One year of field experience at the Paramedic certification level preferred.
4. Able to pass an oral board with the system medical director to operate at the Paramedic level.
5. Valid North Carolina driver's license.
6. Ability to lift and move up to 200 pounds with assistance.
7. High School graduate or equivalent.

COMPETENCIES

Business Ethics: Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Communications: Expresses ideas and thoughts verbally and in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects and uses appropriate communication methods.

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Responds promptly to customer needs.

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines.

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively.

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Relationship Building: Builds rapport across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and is tolerant of diverse viewpoints.

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.