



Job Description	
EMS OFFICER II (Shift Lead)	
Effective Date: December 27, 2015	Review: 3 rd Quarter 2016

POSITION INFORMATION

Position Title	EMS Officer II (Shift Lead)
Reports to	Supervising EMS Officer I (Field Supervisor)
Direct Reports	EMR, EMT, AEMT, Paramedic <i>when no supervisor is present or as otherwise delegated</i>
FLSA	Non-Exempt

POSITION PURPOSE AND SUMMARY

The EMS Officer II is a supplemental job description which is paired with a clinical job description (AEMT or paramedic). The EMS Officer II is responsible for assuring adequate resources are available for on-duty BRS crews, facilitating transfer requests, managing the immediate scheduling needs of BRS, and acting as the lead ICS officer for smaller incidents when no supervisor is present. The EMS Officer II may be delegated on shift duties by the Supervising EMS Officer. The EMS Officer II carries the rank and title of Lieutenant.

PREREQUISITES

- 1. Certification/Licensure:**
 - a. National Registry of EMTs certification as an AEMT or paramedic
 - i. Preferred criteria include: paramedic certification, critical care paramedic certification
- 2. Education:**
 - a. Possession of a high school diploma or General Education Diploma (GED)
 - i. Preferred criteria include: associate, bachelor, or graduate level degree from a regionally accredited post-secondary educational institution
- 3. Length of Service:**
 - a. Full time employee status (0.9 or 1.0 FTE) for Bennington Rescue as an AEMT or Paramedic
 - b. Minimum of 2 years of experience as a field provider
 - i. Preferred criteria include: 3 or more years of experience as a field provider at the AEMT or paramedic level
- 4. Skills:** Ability to effectively communicate verbally and in writing. Specifically:
 - a. Ability to utilize word processing and spreadsheet software to prepare letters, memo, and reports.
 - i. Preferred criteria include the ability to use the Microsoft Office or similar software including but not limited to: Word, Excel, Outlook, OneNote
 - b. Ability to utilize electronic patient care reporting software to generate patient care reports and review routine data.
 - c. Ability to identify and operate at all levels of the incident management system. Possession of NIMS ICS 100 and 200
 - i. Preferred criteria include successful completion of ICS 300 and/or ICS 400



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ESSENTIAL FUNCTIONS

SAFETY

1. **Safety Culture:** As outlined in core job description (e.g., AEMT or Paramedic):
2. **Quality Assurance – Readiness:** Ensures that in-service vehicles, supplies, controlled substances, and equipment have been thoroughly checked by all BRS personnel. Ensures that all reported discrepancies are corrected at the earliest possible time. Documents and reports discrepancies to the appropriate coordinator and Director of Operations when unable to correct the discrepancies. Measurement methods: Vehicle checklists, controlled substance logs, daily chore logs, etc. Measurement criteria:
 - I. Outstanding: >90% compliance with documented inspections for each shift
 - II. Meets standards: 80-90% compliance with documented inspections for each shift
 - III. Needs improvement: <80% compliance with documented inspections for each shift

ETHICAL CONDUCT

3. **Work Habits - Time Management:** The EMS officer will plan and structure time effectively and efficiently. The EMS officer must concentrate effort on the most important priorities during the shift and for any other duties as assigned. The EMS officer should be able to attend to a broad range of activities. Measurement methods: Ability to meet established deadlines, direct observation. Measurement criteria:
 - I. Outstanding: Independently meets or exceeds all established deadlines and assists supervisors or managers with project completion.
 - II. Meets standard: 80-90% of the time meets or exceeds established deadlines and clearly communicates in advance when barriers or competing priorities require modification of completion targets.
 - III. Needs improvement: <80% of the time meets established deadlines and/or does not clearly communicate in advance when barriers or competing priorities require modification of completion targets.
4. **Work Attitude:** The EMS officer will: take the initiative to complete work assignments without prompting; exert maximum effort and serve as a role model for coworkers; demonstrate persistence during the performance of daily duties; bring a high level of energy to job performance; and maintain an optimistic demeanor during job performance. Measurement methods: Direct observation, team feedback. Measurement criteria:
 - I. Outstanding: Independently and proactively performs all work on shift, leads by example, and maintains a high level of personal and team attitude.
 - II. Meets standard: Performs all work on shift and ensures all work is accomplished on shift, occasionally requires prompting.
 - III. Needs improvement: Exhibits a low level of energy on shift or often seen relaxing or sitting while coworkers are performing work or requires frequent prompting to tackle work tasks.
5. **Acting with Integrity:** The EMS officer will: aim to reduce waste in daily operations; follow all appropriate ethical standards in the workplace; consistently act honestly and display the highest level of integrity; be accountable and accept personal responsibility for her or his own actions and coworkers led on shift; and understand the importance of ethical behavior in the face of adversity or contrary public opinion. Measurement methods: Direct observation, team feedback. Measurement criteria:
 - I. Outstanding: The EMS officer is aware of organizational goals, ensures personal and team accountability and progress toward meeting objectives, and effectively communicates status to both coworkers and management.
 - II. Meets standard: The EMS officer sets an example by fulfilling work obligations and holds all coworkers accountable in a fair and consistent manner.



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- III. Needs improvement: The EMS officer fails to hold coworkers accountable for day-to-day responsibilities or promotes a culture that misrepresents work accomplishments in ways that would cover up mistakes or breaches of responsibilities.

SERVICE EXCELLENCE

- 6. **Communication:** The EMS officer will understand the importance of: effective communication with coworkers; active listening and how it promotes effective communication; facilitating discussions with various stakeholders (including coworkers, customers, other emergency responders, healthcare professionals, the public, etc.); developing and maintaining contacts that can be used to assist with job related responsibilities. Measurement methods include direct observation and team feedback. Measurement criteria:
 - I. Outstanding: The EMS officer leads by example, provides effective communication, facilitates discussions, and teaches others how to do the same. The EMS officer networks with and communicates effectively with external stakeholders.
 - II. Meets standard: The supervising officer provides effective communication with coworkers with minimal or no guidance and facilitates discussion with internal stakeholders.
 - III. Needs improvement: The EMS officer leads by example and independently initiates appropriate incident command system principles without prompting from other supervisory or managing officers.
- 7. **Problem Solving:** The EMS officer will: use current information to make educated decisions; have a basic understanding of how analytical decision are made to help ensure clinical and operational excellence; be able to concentrate and use information gathering skills to make immediate coherent decisions; and have basic knowledge of all job functions that he or she oversees. Measurement methods include direct observation and team feedback. Measurement criteria:
 - I. Outstanding: The EMS officer independently and proactively employs information gathering techniques to understand problem scope and formulates plans appropriate to the issue at hand. The EMS officer often identifies potential problems before they affect safety, patient care, other aspects of daily operations, or the reputation of the organization.
 - II. Meets standard: The EMS officer employs information gathering techniques to understand problem scope and formulates plans appropriate to the issue at hand.
 - III. Needs improvement: The EMS officer fails to complete analysis of problems (under- or over-analysis) or makes assumptions about the origin of problems or makes hasty or prolonged decisions that may result in actions affecting the wrong issue or inaction.
- 8. **Coordination:** The supervising officer will act as oversight for one functional area of BRS operations as defined in the supplemental job description EMS Officer I (Coordinator)
- 9. **Executing Tasks – Shift Communication:** The supervising officer will provide oncoming crews with a briefing and feedback session to communicate any operational considerations, safety bulletins, anticipated hazards on shift (weather, road conditions, etc.), planned events, agency initiatives (e.g., policy, procedure, news), etc.
 - I. Outstanding: >90% compliance with documented shift briefings
 - II. Meets standards: 80-90% compliance with documented shift briefings
 - III. Needs improvement: <80% compliance with documented shift briefings
- 10. **Executing Tasks – Shift Reporting:** The EMS officer will provide the supervising and managing officers with an electronic daily report that encompasses, at a minimum: shift briefing and personnel encountered, missed service opportunities (9-1-1 or other transports), assignments assigned to other services, fleet issues, personnel issues,



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supply issues, safety issues, and scheduled transfers. Measurement method is by submitted reports. Measurement criteria:

- I. Outstanding: 100% compliance with documented shift reporting
- II. Meets standards: 98-99% compliance with documented shift reporting
- III. Needs improvement: <98% compliance with documented shift reporting

11. Managing Significant Incidents: Responds to multi-patient incidents and serves as the Incident Commander; EMS Branch Director; or most appropriate role depending on the complexity and jurisdiction of the response. Measured by direct observation and team feedback. Measurement criteria:

- I. Outstanding: The EMS officer leads by example and independently initiates appropriate incident command system principles and routinely practices these principles with BRS personnel on duty through case review; review of positions, terminology, and tools; organizing simulated events; and documentation of all activities performed.
- II. Meets standard: The EMS officer leads by example and independently initiates appropriate incident command system principles with minimal or no guidance.
- III. Needs improvement: The EMS officer leads by example and independently initiates appropriate incident command system principles without prompting from other supervisory or managing officers.

12. Quality Assurance – Documentation: The EMS officer will take the initiative to review patient care documentation for timely entry, completeness, and accuracy on each shift worked. Measured by shift logs, documented random sampling of shift documentation, and documentation noted to be incomplete by the business office or other QA personnel. Measurement criteria:

- I. Outstanding: 100% of daily documentation complete and no more than 10% of documentation found to require correction or revision upon further review
- II. Meets standard: 90-95% of daily documentation complete and no more than 10% of documentation found to require correction or revision upon further review
- III. Needs improvement: <90% of daily documentation complete and/or 10% or more of documentation found to require correction or revision upon further review

COMMUNITY FOCUSED

13. Civic Responsibility: The EMS officer will: provide communication to community stakeholders, understand the value of giving within the community; understand the balance of success of the organization with that of society and maintains focus on doing what is in the best interest of the patient first and foremost; set a good example for employees and consistently behave in accordance with law and policy; and understand that patient advocacy is important to the organization. Measured by direct observation. Measurement criteria include:

- I. Outstanding: The EMS officer provides a positive public image with patients, their loved ones, and other members of the community. The EMS officer is able to ensure the organization presents a positive image in the community during events and when cooperating with other organizations. The EMS officer develops a reputation for superb patient advocacy.
- II. Meets standard: The EMS officer provides a positive public image with patients, their loved ones, and other members of the community.
- III. Needs improvement: The EMS officer is not able to engage with patients or the public and provide a positive public image or engage the coworkers and organization in ways that are designed to be to the benefit of the organization.



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14. Social Knowledge: The EMS officer will understand the importance of cultural diversity; have rudimentary knowledge of cultural relationships and geographical layout within the BRS area including local history; understand various cultural and religious perspectives on ethics and be prepared to act in accordance with beliefs that may differ from their personal perspective; understand the laws and regulations that apply to the daily operation of the organization and ensure that the organization maintains appropriate compliance. Measured by direct observation and team feedback. Measurement criteria:

- I. Outstanding: The EMS officer knows the demographics of the community served and has understanding of the various cultural and ethnic customs and traditions present. The EMS officer ensures coworkers are trained and providing customer service that is appropriate and ethical.
- II. Meets requirements: The EMS officer knows the demographics of the community served and has understanding of the various cultural and ethnic customs and traditions present.
- III. Needs improvement: The EMS officer assumes that beliefs are generally homogenous and that any difference are exceptions that should accommodate the majority. The EMS officer is unable or unwilling to support diversity in either the community or in the workplace and does not ensure fair and equitable conduct.

PRIDE

15. Work Habits & Attitudes: The EMS officer will take the initiative to complete the job at hand without prompting. Measured by direct observation, team feedback. Measurement criteria:

- I. Outstanding: The EMS officer leads by example and independently performs and completes routine and special projects with minimal or no guidance by enlisting and empowering employees when appropriate.
- II. Meets standard: The EMS officer performs and completes routine duties with minimal or no guidance.
- III. Needs improvement: The EMS officer does not complete routine duties or assigned projects without prompting from supervising or managing officers.

16. Motivating Others: The EMS officer will understand the importance of: her or his role as a leader of the organization; and of organizational goals and objectives and ensure all coworkers members understand the same. Measured by direct observation and team feedback. Measurement criteria:

- I. Outstanding: The EMS officer adheres to the organization's mission and maintains an open, running dialogue with coworkers and provides information that supports his or her decisions.
- II. Meets standard: The EMS officer adheres to the organization's mission.
- III. Needs improvement: The EMS officer preaches to coworkers regarding adherence to the organization's mission statement but fails to live up to the standard that he or she describes.

17. Learning: The EMS officer will demonstrate the importance of: developing good learning strategies; maintaining a level of intellectual curiosity; continuous learning; and seeking feedback regarding personal performance to continuously grow. Measured by formal education completed, direct observation, and team feedback. Measurement criteria:

- I. Outstanding: The EMS officer is a constant student and educator. The EMS officer develops strong processes for research, development, and feedback.
- II. Meets standard: The EMS officer is a constant student and educator who utilizes time to educate coworkers when learning situations arise.
- III. Needs improvement: The EMS officer lacks intellectual curiosity and does not take advantage of educational opportunities. The EMS officer puts in the minimum educational hours required or overextends and misses other deadlines or assignments



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EMPLOYEE ACKNOWLEDGEMENT

I hereby acknowledge that I, _____, have read this job description and received a copy for my reference.

Employee Signature:		Date:	
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