



Job Description	
<b>EMERGENCY MEDICAL TECHNICIAN (EMT)</b>	
Effective Date: January 1, 2016	Review: 3Q 2017

### POSITION INFORMATION

Position Title	Emergency Medical Technician (EMT)
Reports to	Supervising EMS Officer I (Field Supervisor)
Direct Reports	None
FLSA	Non-Exempt

### POSITION PURPOSE AND SUMMARY

The primary focus of the EMT is to provide basic emergency medical care for critical and emergent patients who access the emergency medical system. This individual possesses the basic knowledge and skills necessary to provide patient care and transportation. EMTs function as part of a comprehensive EMS response, under medical oversight. EMTs perform interventions with the basic equipment typically found on an ambulance. The EMT is a link into the health care system and resource for routine and interfacility transports.

### PREREQUISITES

**1. Certification/Licensure:**

- a. National Registry of EMTs Emergency Medical Technician certification
- b. Vermont Department of Health Office of EMS and Injury Prevention EMT licensure
- c. Valid Driver's License
- d. Emergency Vehicle Operations Course within six (6) months of hire
- e. Valid AHA BLS for Healthcare Providers
  - i. Preferred criteria include: ITLS or PHTLS 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:**

- i. Preferred criteria include: 2 or more years of experience as a field provider at the EMT 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, SharePoint
- b. Ability to identify and operate within the incident management system. Possession of NIMS ICS 100 and 200; IS-700 & IS-800
  - i. Preferred criteria include successful completion of ICS 300 and/or ICS 400



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## ESSENTIAL FUNCTIONS

### SAFETY

1. **Safety Culture:** The EMT will lead by example to ensure that all activities performed while on duty at BRS are done in a manner to ensure the safety of BRS personnel, our patients, and the community. This includes attitude toward safety such as, but not limited to: vehicle safety, OSHA compliance, scene management, routine facilities maintenance, etc. Measurement methods: Avoidable incidents, hazards remedied, and incidents reported for analysis. Measurement criteria:
  - I. Outstanding: Independently utilizes appropriate decision making and resources to ensure the safety of BRS personnel, patients, and the community and identifies opportunities for improvement in safety and potential solutions. The EMT commonly reports unusual incidents and near miss events for analysis.
  - II. Meets standard: Independently utilizes appropriate decision making and resources to ensure the safety of BRS personnel, patients, and the community.
  - III. Needs improvement: Requires prompting to ensure safety or does not correct issues with unsafe decisions or resource management.
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 supervisory officer. Measurement methods: Vehicle checklists, 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 Attitude:** The EMT 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.
4. **Acting with Integrity:** The EMT 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 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 EMT is aware of organizational goals, ensures personal accountability and progress toward meeting objectives, and effectively communicates status to both coworkers and management.
  - II. Meets standard: The EMT sets an example by fulfilling work obligations; holds all coworkers accountable in a fair and consistent manner; maintains patient confidentiality in accordance with all federal and state laws, rules, and regulations (e.g., HIPAA)



Job Description	
<b>EMERGENCY MEDICAL TECHNICIAN (EMT)</b>	
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- III. Needs improvement: The EMT fails to hold themselves or 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**

**5. Communication:** The EMT will understand the importance of effective communication with key stakeholders including but not limited to: coworkers, patients, customers, other emergency responders, dispatching personnel, healthcare professionals, the public, etc. Measurement methods include direct observation and team feedback. Measurement criteria:

- I. Outstanding: The EMT leads by example, provides effective communication, facilitates discussions, and teaches others how to do the same. The EMT networks with and communicates effectively with internal and external stakeholders.
- II. Meets standard: The EMT provides effective communication with coworkers with minimal or no guidance and facilitates discussion with internal stakeholders.
- III. Needs improvement: The EMT does not effectively communicate with external or internal stakeholders and/or communication is interpreted as confrontational or argumentative by stakeholders.

**6. Problem Solving:** The EMT 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 reasonable job functions of all other field providers. Measurement methods include direct observation and team feedback. Measurement criteria:

- I. Outstanding: The EMT independently and proactively employs information gathering techniques to understand problem scope and formulates plans appropriate to the issue at hand. The EMT often identifies potential problems before they affect safety, service excellence, customer experience, or the standing of the organization within the community.
- II. Meets standard: The EMT employs information gathering techniques to understand problem scope and formulates plans appropriate to the issue at hand.
- III. Needs improvement: The EMT 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.

**7. Executing Tasks – Response:** The EMT will respond to all requests in a timely and efficient manner. Response to emergency assignments with an “out of chute” time of 120 seconds from dispatch to unit response. For medical transports and interfacility transports, arrival to the patient’s location (floor, residence, etc.) five (5) minutes or more early. Measurement methods include ePCR/dispatch data, direct observation, and team feedback. Measurement criteria

- I. Outstanding: >90% compliance
- II. Meets standards: 80-90% compliance
- III. Needs improvement: <80% compliance

**8. Executing Tasks – Patient Care:** The EMT will provide excellent patient care based upon: knowledge of current EMS district and/or state protocols and QA/QI initiatives; internal BRS benchmarks; and evidence-based medicine or best practices. Measurement method is by submitted patient care reports. Measurement criteria:

- I. Outstanding: >90% achievement of established BRS
- II. Meets standards: 80-90% achievement of established BRS benchmarks
- III. Needs improvement: <80% achievement of established BRS benchmarks



Job Description	
<b>EMERGENCY MEDICAL TECHNICIAN (EMT)</b>	
Effective Date: January 1, 2016	Review: 3Q 2017

- 9. Quality Assurance – Documentation:** The EMT will take the initiative to complete and review their own patient care and billing documentation for completeness and accuracy prior to the end of every shift worked. Measured by documented random sampling of shift documentation, documentation noted to be incomplete by the business office or other QA personnel. Measurement criteria:
- I. Outstanding: 100% of daily documentation complete
  - II. Meets standard: 90-95% of daily documentation complete
  - III. Needs improvement: <90% of daily documentation complete and/or 10% or more of documentation found to require correction or revision upon further review
- 10. Quality Improvement – Competency & Education:** The EMT will complete knowledge, psychomotor, and affective domain education assignments, simulation programs (simple or high-fidelity), and other programs as assigned by BRS, Vermont EMS District 12, and the Vermont Department of Health Office of EMS and Injury Prevention in a timely fashion. Measurement method is via completed knowledge and psychomotor competencies. Measurement criteria:
- I. Outstanding: 100% completion of mandatory education and competency programs well prior to the deadlines (e.g., within the first seven calendar days of assignment)
  - II. Meets standard: 100% completion of mandatory education and competency programs on or prior to the established deadlines
  - III. Needs improvement: <100% completion of mandatory education and competency programs prior to the deadline (e.g., requires supervisor or manager prompting after deadlines for completion).
- 11. Managing Significant Incidents:** Responds to multi-patient incidents and serves as an officer in the Incident Command System depending on the complexity and jurisdiction of the response. Measured by direct observation and team feedback. Measurement criteria:
- I. Outstanding: The EMT leads by example and independently initiates appropriate incident command system principles and routinely practices these principles with coworkers through case review; review of positions, terminology, and tools; organizing simulated events; and documentation of all activities performed.
  - II. Meets standard: The EMT leads by example and independently initiates appropriate incident command system principles with minimal or no guidance.
  - III. Needs improvement: The EMT leads by example and independently initiates appropriate incident command system principles without prompting from other supervisory or managing officers.

#### **COMMUNITY FOCUSED**

- 12. Civic Responsibility:** The EMT will: 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 coworkers 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 EMT provides a positive public image with patients, their loved ones, and other members of the community. The EMT is able to ensure the organization presents a positive image in the community during events and when cooperating with other organizations. The EMT develops a reputation for superb patient advocacy.
  - II. Meets standard: The EMT provides a positive public image with patients, their loved ones, and other members of the community.



Job Description	
<b>EMERGENCY MEDICAL TECHNICIAN (EMT)</b>	
Effective Date: January 1, 2016	Review: 3Q 2017

III. Needs improvement: The EMT is not able to engage with patients or the public; provides a poor or negative public image; or fails to engage coworkers and organization in ways that are designed to be to the benefit of the organization.

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

**PRIDE**

**14. Work Habits & Attitudes:** The EMT will take the initiative to complete the job at hand without prompting including but not limited to: all patient care assignments; general custodial and housekeeping duties; vehicle cleanliness; initiative to handle routine and special projects; and accomplish other BRS duties as assigned by a Field Supervisor, Managing EMS Officer (Director), or the Executive Director. Measured by direct observation, team feedback. Measurement criteria:

- I. Outstanding: The EMT leads by example and independently performs and completes routine and special projects with minimal or no guidance by enlisting the assistance of coworkers when appropriate. The EMT independently seeks out additional projects while on shift.
- II. Meets standard: The EMT performs and completes routine duties with minimal or no guidance.
- III. Needs improvement: The EMT does not complete routine duties or assigned projects without prompting from supervising or managing officers.

**15. Motivating Others:** The EMT will understand the importance of: her or his role as a clinical team member within the organization; and of organizational goals and objectives and ensure all coworkers understand the same. Measured by direct observation and team feedback. Measurement criteria:

- I. Outstanding: The EMT adheres to the organization's mission, values, and maintains an open, running dialogue with coworkers and provides information that supports his or her clinical decisions. The EMT frequently identifies opportunity to improve her/himself and the team as facilitates informal clinical case debriefings.
- II. Meets standard: The EMT adheres to the organization's mission and values.
- III. Needs improvement: The EMT preaches to coworkers regarding adherence to the organization's mission statement but fails to live up to the standard that he or she describes. The EMT facilitates informal clinical case debriefings but does so with a negative attitude (e.g., provides critique of others actions but is not receptive to the same type of feedback, places blame on providers for her/his actions, etc.).



Job Description	
<b>EMERGENCY MEDICAL TECHNICIAN (EMT)</b>	
Effective Date: January 1, 2016	Review: 3Q 2017

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

### PHYSICAL REQUIREMENTS OF THE POSITION

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. The position requires significant physical strength and dexterity and the ability to function in very adverse environments with exposure to numerous safety risks typically found at emergency scenes. The following guidelines are used to describe the frequency of activities in this position of a typical work day:

- Occasionally equals 1-33%
- Frequently equals 34-66%
- Continuously equals 67-100%

#### **STANDING/WALKING:**

Continuously. This usually includes: going to and from the emergency vehicle, and getting patients from their locations, and rendering treatment. Most walking would be for short distances, as emergency vehicles are allowed to get as close to the location as possible. However, the employee must also be able to run these same distances, in case of an emergency where time is of the essence. Walking and running may vary, however, as the patient may be located inside a large, multi-floored facility. Standing, walking and running could be on all types of surfaces, including but not limited to: asphalt, cement, concrete, soft/packed dirt, linoleum, wood, hardwood floors, etc. The individual must be able to go up and down slight inclines or declines that may be found at roadsides, agricultural areas, etc. At a location, standing would occur more often than walking or running. Standing would occur on the wide variety of surfaces mentioned above. Standing could last from a few minutes to hours, depending on the situation. Standing could occur in the standard erect position, the kneeling or squatting position, etc.

#### **SITTING:**

Frequently. When responding to a location, the individual will sit in the emergency vehicle. The emergency vehicles are equipped with a standard installed vehicle seat. The time performing the sitting activity on a call would depend upon the specific situation. Frequently in station, as the facility is equipped with a small lounge area that is furnished.

#### **LIFTING AND CARRYING:**

Frequently. Required to lift and carry weights ranging from a few pounds to ten pounds and above. Occasionally required to lift and carry weights in excess of 100 pounds or more. Employees will need to lift and carry with one team member adult patients, lifting them from various positions (such as a bed or a chair) onto various patient movement devices, such as an ambulance stretcher, a stair chair, long back boards, etc., and then efficiently move them into an ambulance. Other heavier objects in the high range category would be 5-foot tall, 10 inch diameter oxygen cylinders, and medical equipment boxes. The oxygen cylinders can be made of quarter-inch steel and weigh up to 120 pounds. The medical equipment boxes can weigh approximately fifty pounds or more.



Job Description	
<b>EMERGENCY MEDICAL TECHNICIAN (EMT)</b>	
Effective Date: January 1, 2016	Review: 3Q 2017

**BENDING AND STOOPING:**

Frequently. Throughout a work shift the individual will be required to bend in a range of 1 to 90 degrees. The average situation will require the individual to work in a range of 35 to 65 degree bends. This would involve: lifting a patient, lifting equipment, treating a patient at ground level, sitting on a bench located in the ambulance. This activity may be prolonged and last up to 30 minutes or more. During any given call, the provider may bend and/or stoop any number of times per incident.

**CROUCHING AND KNEELING:**

Frequently. Crouching and kneeling may be performed when on the scene picking up equipment or assisting patients. The actual number of times this is done depends on the particular incident.

**CLIMBING:**

Occasionally. This is required when climbing steps up and down with a patient on a cot or other device, and when entering or exiting the emergency vehicle. Generally, the climbing would require that the employee be lifting and carrying heavy objects such as a cot or other device with a patient on it. Balancing may be required when backing down staircases.

**REACHING:**

Frequently. Throughout the work shift in order to review monitoring equipment, operate communication equipment, administer oxygen, and operate equipment. The employee may also be required to reach in precarious positions, such as in a vehicle, which has been crushed in an accident, or in other confined spaces. If working inside the ambulance en route to a medical facility, the employee will need to reach to access the patient and supplies. Reaching will involve partial to full extension of the arms.

**PUSHING AND PULLING:**

Frequently. The activities that would require the most force in pushing and pulling is when removing or returning a gurney to the emergency vehicle, with and without a patient on the gurney. The weight required to push/pull will vary, depending on the weight on the gurney. Slight pushing will be required if the employee is performing CPR, which can require repetitive pushing and may range from a few minutes to hours. Pushing and pulling is required when operating and closing vehicle doors.

**HANDLING OR GRASPING:**

Continuously. While working at any given location, continual bilateral gross manipulation is performed in this position. This may be involved when: opening/closing doors; using, handling, carrying and operating medical equipment that may weigh approximately fifty pounds or more, stretcher rails, various handles attached to equipment and tools. The arm and hand must be able to perform all types of positions, including supination and pronation. Hyperextension, extension and flexion of the fingers will be involved, ulnar and radial deviation, abduction and adduction of the hand and wrist will be required. A wide variety of grasping will be required, such as cylindrical grasping, palmer grasping, hook grasping, tip grasping, lateral and spherical grasping.

**HAZARDS:**

Occasionally. The employee, when responding to emergency situations, may be exposed to dust, fumes, gases, fire, smoke, adverse weather conditions, and chemicals. There is also exposure to body substances that may contain infectious materials that could cause illness or death. There is potential for bodily harm or death from violent patients, bystanders, or other dangers. At all times the employee is expected to adhere to all applicable Policies and Procedures concerning safety and the prevention of contamination and infection due to bloodborne pathogens.



Job Description	
EMERGENCY MEDICAL TECHNICIAN (EMT)	
Effective Date: January 1, 2016	Review: 3Q 2017

**OTHER PHYSICAL REQUIREMENTS**

Maintain balance and strength in awkward positions;  
Speak clearly under stressful circumstances;  
Accurately communicate ideas orally and in writing in English;  
Respond physically with speed;  
Operate effectively in loud environments; and  
Get along well with others.

**MENTAL REQUIREMENTS OF THE POSITION**

Handle a significant number of stressful situations, and be able to function calmly, coolly and collectedly under all types of stressful situations; Get along well with diverse personalities; Communicate with patients and others with empathy and respect; Create and maintain a positive and cooperative working environment in stressful situations; Work smoothly and professionally in an environment where teamwork is essential; Analyze and interpret difficult and complex patient care and personnel situations; Work independently with minimum supervision for assigned tasks; Exercise sound independent judgment within general Policy and procedural guidelines; Anticipate and identify problems and take initiative to prevent or correct them; Establish and maintain effective working relationships with all levels of personnel within the medical community, the Squad, outside agencies, patients, and members of the community; Understand and follow federal, state and local laws, and Squad policies, procedures, and rules; Establish and maintain effective working relationships with others; Follow orders; Remember and apply concepts, knowledge and principles; Analyze and interpret situations; and Appropriately deal with stress and maintain composure when encountering serious injuries or illnesses.

**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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