



CLASS SPECIFICATION FOR:

Medical Transport Technician

General Statement of Duties:

Responds to non-emergency, transport and mutual aid calls from sick and injured persons initiating contact through the County's 911 Emergency Call Center; completes a basic assessment of persons' condition, circumstances and needs; safely assists, lifts, carries, pushes, transfers and transports persons to various healthcare facilities in the metro Richmond area; provides compassionate and clinically competent basic life support care for stabilization and transport purposes; may refer the call to emergency responders and provide stabilization care until emergency responders arrive; does related work as required.

Distinguishing Features of Class:

An incumbent in this classification serves a member of a civilian non-emergency transport crew on a designated shift. Primary duties include responding to non-emergency, transport and mutual aid calls; providing Basic Life Support care to sick and injured adults, children and infants in accordance with the Old Dominion EMS Alliance (ODEMSA) and the Henrico County Division of Fire's established protocols during initial assessments of persons and during transport; safely operating an ambulance and other assigned County vehicles during an assigned shift; interacting professionally and tactfully with sick and injured persons, family members, caregivers, healthcare professionals and other stakeholders relevant to the care and transport of sick and injured persons; and creating and maintaining all call related records as required. Technicians have frequent interactions with sick and injured persons, families, caregivers, hospitals, healthcare professionals, medical staff, and various community agencies and resources as needed to provide appropriate care and services to sick and injured persons. Work is primarily performed in the field in various indoor and/or outdoor locations (e.g. homes, ambulance, healthcare facilities, etc.) with some duties completed in an office environment. Primary duties are typically fast paced and may be stressful. Duties are performed in conjunction with other assigned crew members and under limited supervision with some latitude for managing priorities and making technical judgments within established protocols. Assigned calls determined to be emergency or requiring advanced life support are referred to the Division of Fire for the appropriate emergency response.

Examples of Assigned Duties (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Ensures the assigned vehicle, supplies, and equipment are in an ongoing state of readiness at the start of and throughout the shift;
- Responds to non-emergency, transport and mutual aid calls initiated through the County's emergency 911 center;
- May serve as the primary vehicle operator or the attendant technician;
- Completes a basic assessment of sick and injured persons' condition, circumstances and needs;
- Safely assists, lifts, carries, pushes, transfers and transports ambulatory and non-ambulatory persons as needed to/from originating locations, beds, wheelchairs, stretchers, ambulances, and other indoor or outdoor locations to healthcare facilities;
- Provides compassionate and clinically competent basic life support care for stabilization and transport purposes;
- Safely operates an ambulance and other vehicles to respond to calls and transport sick and injured persons as directed, includes adhering to all applicable traffic and emergency response laws, regulations, and departmental policies;
- Communicates clearly and accurately with 911 dispatch, emergency services staff, hospital and other medical personnel;
- Prepares and accurately completes all the required Division of Fire unit reports, patient care reports, and/or any additional required documentation, paper and electronic, in accordance with applicable HIPAA and other relevant regulations;
- Maintains an EMT certification from the Virginia Department of Health Office of Emergency Medical Services;
- Actively participates in all scheduled meetings and trainings;
- May be required to work a flexible schedule, which may include nights and weekends;
- Maintains a neat, clean and non-offensive appearance during the assigned shift, which includes refraining from use of all types of tobacco, e-cigarettes and similar products during assigned shift and displays of tattoos, body art, branding and piercing paraphernalia that may be deemed obscene, in bad taste, vulgar or offensive;
- Follows all applicable and required policies, procedures, local, state and federal codes, regulations and requirements, includes creating and maintaining all necessary call, person assessment and transport records;
- Utilizes required all protection equipment (PPE) and other required safety equipment and measures at all times;
- Develops and maintains a thorough up-to-date working knowledge and understanding of the Henrico County Division of Fire's established policies and protocols;
- May be required to assist with emergency incidents as assigned;
- Performs other duties as assigned.



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Required Knowledge, Skills and Abilities:

Ability to remain calm and courteous with sick and injured adults, children and infants requiring medical care initiated through the County's 911 Emergency Call Center; sound understanding of the socioeconomic and cultural diversity; sound understanding of how socioeconomic and cultural factors impact the provision of medical care and transport; ability to consistently use discretion and good judgment; sound critical thinking and problem solving skills; ability to read, and consistently comprehend, interpret, apply and communicate complex established protocols accurately; ability to accurately understand and to carry out complex protocols, oral and written instructions; ability to accurately interpret and apply established protocols for EMT patient assessments and treatment of adults, children and infants; excellent observation skills with the ability to synthesize multiple types of data, consider and weigh a variety of relevant factors and make accurate assessments and decisions regarding care and transport; excellent memory; excellent moral character and professional integrity; physical condition that permits the activities necessary in and inherent to providing compassionate and clinically competent assessments, care and medical transport; visual and hearing acuity sufficient to enable accurate assessments and render appropriate care; good oral communication and interpersonal skills with the ability to communicate effectively with diverse patient populations and healthcare professionals; ability to safely drive an automobile and maintain a safe driving record; sound time management and organization skills; good written communication skills to properly prepare accurate detailed documentation and render accurate paperwork and reports related to all job assignment activities; basic computer skills with the ability to use computer and typical business software, proprietary software and applications to complete assigned tasks; sound working knowledge of required safety precautions to ensure the safety of self and others; ability to safely use all required personal protection equipment as well as all equipment available in assigned vehicle; excellent written and verbal communication skills with the ability to interact professionally with diverse audiences of internal and external stakeholders and maintain effective working relationships; ability to work independently and as part of a team; ability to collaborate effectively to establish and maintain good working relationships with all levels of department staff and healthcare professionals; personal accountability including teamwork and establishing and maintaining positive working relationships; and excellent customer service skills with the demonstrated ability to interact patiently, respectfully, and with tact and courtesy with all persons, healthcare professionals and other stakeholders presenting with varying levels of needs and understanding in order to appropriately address persons' identified requests, needs and issues. Must be able to positively and appropriately represent the County persons, healthcare professionals and other stakeholders. Requires prompt and reliable attendance with the ability to work a flexible schedule as needed which may include nights and weekends.

Minimum Education and Experience:

Education: Graduation from high school or GED and current EMT certification;

Experience: Previous relevant EMT or medical transport work experience preferred;

OR: Any equivalent combination of education, experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- Must meet all the personnel and licensure requirements as specified in the Code of Virginia and Virginia Administrative Code governing Emergency Medical Services (EMS).
- Be at least 18 years of age and a legal U.S. resident by the employee's first day of employment.
- Current EMT certification from the Virginia Department of Health Office of Emergency Medical Services;
- Current CPR certification from an Office of EMS approved cardiopulmonary resuscitation (CPR) course;
- Valid driver's license and a safe driving record to perform assigned duties at various locations Countywide.
- Not convicted of or found guilty of any crime, offense or regulatory violation, or participated in any other prohibited conduct identified in state EMS regulations.
- Requires a pre-employment physical examination and/or medical tests administered by Henrico County Employee Health Services, the components of which are based on and appropriate to the specific sensory and/or physical demands of the job.
- Vision requirement is uncorrected vision greater than 20/100 (20/100 must correct to 20/40 in both eyes).