

Lead Medical Transport Technician



General Summary of Classification:

Assists the Coordinator of Healthcare and Patient Services with initial and ongoing training and staff development efforts, scheduling and schedule management, quality assurance and improvement efforts, inventory and equipment management, monitoring program performance, or in implementing program enhancements/changes; serves as a trainer, mentor and preceptor to Medical Transport Technicians (MTT); performs [MTT](#) duties as needed; performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Assists with the oversight and management of various day-to-day operations and staff as assigned;
- Assists with quality assurance and improvement efforts related to the program and staff including patient care, protocols, psychomotor skills, documentation, initial and ongoing training and education of [MTT](#);
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Excellent working knowledge of and a demonstrated ability to successfully train and mentor others on complex assessment, care and transport protocols for sick or injured persons of all ages; sound understanding of the socioeconomic and cultural diversity; sound understanding of how socioeconomic and cultural factors impact the provision of medical care and transport. Must be able to maintain all required licensure and certification requirements.
- **Technical:** Sound computer skills with the ability to use computer and typical business software, proprietary software and applications, and various wireless technologies and peripherals for communications and to complete assigned tasks.
- **Interpersonal, Communication and Customer Service:** Excellent observation and interpersonal skills; consistently interacts patiently, using respect and discretion with all County and department staff, sick or injured persons of all ages, healthcare professionals and other stakeholders presenting with varying levels of needs and understanding; consistently communicates effectively (verbal/written) with department & MTT staff, patient populations, healthcare professionals and other response related internal and external stakeholders; excellent collaborative skills; works well independently and as part of a team.
- **Decision-making and Authority:** Assesses program effectiveness, training effectiveness and needs, MTT staff skills and performance; prepares related findings, evaluations and reports; makes program, training & staff related recommendations; implements approved recommendations. When performing MTT duties, accurately assesses sick and injured persons' condition, circumstances and needs, initiates or provides compassionate and clinically appropriate and competent basic life support care for stabilization and transport purposes. Adheres to all applicable and required protocols, policies, procedures, local, state and federal laws, codes, regulations and requirements related to non-emergency transport and mutual aid calls.
- **Leadership:** Serves as back-up and assistant to the Coordinator, and as a trainer, mentor and preceptor to MTT staff. When serving as MTT, proficiently demonstrates all the knowledge, skills and ability requirements required of an [MTT](#).
- **Environment:** Works in an office or training setting and may be required to work in a wide array of indoor and outdoor locations and weather conditions and travel extensively throughout the County as needed.
- **Physical:** Visual, hearing, and physical condition that permit the activities necessary in and inherent to providing assistance to the Coordinator; ability to safely utilize all necessary PPE; cognitive, affective and psychomotor skills sufficient for providing initial and ongoing training, coaching and mentoring to MTT, and for performing the duties of an MTT as needed.

Minimum Education and Experience:

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

Experience: Four (4) years of previous relevant EMT or medical transport work experience preferred;

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

Other Requirements (License, Certifications, Training, etc.):

- Must meet all the personnel and licensure requirements as specified in the Code of Virginia and Virginia Administrative Code governing Emergency Medical Services (EMS) for civilian non-sworn non-emergency transport personnel.
- 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.
- May be required to work a flexible schedule which may include nights, weekend or holidays.
- 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, 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).

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.