


University of Medicine and Dentistry of New Jersey Competency-Based Job Description

Job Title: EMS Dispatcher EMT
 Department: Emergency Medical Services (EMS)
 Operating Unit: University Hospital (UH)
 Reports To: EMS Communications Supervisor
 Approved By: DHW 
 Approved Date: May 2011

MISSION STATEMENT:

"To improve the quality of life for all those we touch through excellence in patient care, education, research and community service."

SUMMARY (Basic purpose of the job):

The primary purpose of the EMS Dispatcher EMT position is to use the Medical Priority Dispatch System and Fire Service Communications System to answer and triage telephone requests for emergency and non-emergency assistance from, and for, patients of all ages and populations. Gathers and processes pertinent information, provide pre-arrival and post-dispatch instructions, and dispatch and coordinate the response of appropriate resources while monitoring all communications for efficiency and the safety of responding units under the supervision of an EMS Communications Supervisor. The EMS Dispatcher EMT performs in the communications center or the field as required, completing all required documentation and other assigned duties supporting efficient EMS operations and representing UMDNJ, UH, and EMS in a positive and professional manner.

Age/Patient Population(s) Served
Double Click on Box(es) for Your Selection; Select Checked; Click OK for All that Apply

AGE/PATIENT POPULATION(S) SERVED KEY

<u>Age of Patient Population Served</u>	<u>Population</u>
<input type="checkbox"/> Neonate (birth - 28 days)	<input type="checkbox"/> Bariatric Patients: BMI greater than 40, or greater than 35 with weight related comorbidities
<input type="checkbox"/> Infant (29 days – less than 1 year)	<input type="checkbox"/> Patient with exceptional communication needs
<input type="checkbox"/> Pediatric (1 - 12 yrs)	<input type="checkbox"/> Patient with developmental delays
<input type="checkbox"/> Adolescent (13 – 17 yrs)	<input type="checkbox"/> Patient at the end of life
<input type="checkbox"/> Adult (18 – 64 yrs)	<input type="checkbox"/> Patient under isolation precautions
<input type="checkbox"/> Geriatric (65 yrs & older)	<input checked="" type="checkbox"/> All Populations
<input checked="" type="checkbox"/> Nonage Specific Task (N/A)	

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. *(List Essential Duty Responsibility Statements.) Core Competency is the demonstrated ability to carry out the primary responsibilities of the job which should be reflected in the essential duties section of the job description.*

1. Answers telephone calls and triages for emergency and non – emergency services using the appropriate caller interrogation program.
 - a. Answers equitable share of telephone calls for emergency and non-emergency services.
 - b. Uses the Medical Priority Dispatch System for call screening and to prioritize assignments 100% of the time.
 - c. Provides pre- arrival and post-dispatch instructions to callers according to departmental standards 100% of the time.
 - d. Uses the Fire Service Communications System for fire service call screening and to prioritize assignments 100% of the time.
 - e. Answers emergency calls within 10 seconds (when not on another emergency call) 100% of the time.
 - f. Answers telephone calls with appropriate etiquette 100% of the time.
 - g. Demonstrates a willingness to assist the caller when needed.
 - h. Appropriately directs the caller to other agencies and resources when needed.
 - i. Maintains a professional demeanor within the REMCS work area and when communicating on REMCS frequencies 100% of the time.
 - j. Demonstrates the ability to maintain a professional demeanor while handling callers who may be difficult, under stress or duress, upset, discourteous or disgruntled.

2. Dispatches the most appropriate EMS resources to requests for service and coordinates their response.
 - a. Assigns the most appropriate units to emergency and non-emergency calls based on call taker notes, call triage status, and system status.
 - b. Reassigns a closer unit to emergency calls, when appropriate, in an effort to reduce overall emergency response times.
 - c. Assigns a transport vehicle, when appropriate, to requests for service to provide for the transportation of patients from the emergency scene to an appropriate medical facility.
 - d. Assigns other additional appropriate resources as needed.
 - e. Provides clear and concise direction and information to dependent resources.
 - f. Anticipates and proactively addresses the needs of dependent resources when appropriate.

- g. Demonstrates a thorough working knowledge and competency in the use of all features of the REMCS communications consoles and CAD.
 - h. Demonstrates a thorough working knowledge and competency in the use of the Enhanced 911 system.
 - i. Documents changes made in the Enhanced 911 system and reports them to the EMS Communications Supervisor.
 - j. Uses all available resources when coordinating requests for aero medical services.
 - k. Is knowledgeable of, and competent in, the use of departmental emergency operating procedures, particularly as applies to major incidents.
 - l. Is knowledgeable of, and competent in, the initiation and use of CODE – 5 emergency procedures.
 - m. Monitors all communications for efficiency and the safety of responding units.
 - n. Brings all unusual occurrences to the attention of the EMS Communications Supervisor as they occur and/ or in a timely fashion.
3. Displays excellent communication and documentation skills according to departmental policy.
- a. Accurately relays notifications to the receiving facility.
 - b. Facilitates and coordinates telemetry communications between EMS units and the base station hospital.
 - c. Monitors and maintains the hospital divert status list.
 - d. Uses appropriate etiquette when communicating both verbally and in writing.
 - e. Protects and maintains caller/ patient privacy and confidentiality.
 - f. Ensures the accuracy and completeness of CAD information.
 - g. Identifies and completes other appropriate paperwork.
 - h. Submits Fastrack reports to the supervisor which effectively communicate factual information regarding unusual occurrences.
 - i. Completes all documentation neatly, accurately, legibly, and according to standard rules of grammar and composition.
 - j. Reviews, signs, and returns all QA/PI in a timely fashion.
 - k. Uses QA/PI feedback to improve documentation and clinical performance.
4. Displays excellent interpersonal interaction skills.
- a. Complies with the Uniform Policy and maintains a clean, neat, and orderly personal appearance.
 - b. Functions independently and as a member of the EMS team.
 - c. Provides excellent Customer Service to customers of all ages and from all populations.
 - d. Interacts with all customers in a positive and professional manner.
 - e. Represents UMDNJ, UH, and EMS in a positive and professional manner 100% of the time.
 - f. Considers and meets the expectations and needs of customers of all ages and from all populations by using age and population appropriate techniques and equipment 100% of the time.
5. Supports efficient EMS Operations.
- a. Maintains a clean, neat and orderly work environment.
 - b. Consistently follows directions of EMS Communications Supervisor.
 - c. Demonstrates and applies a working knowledge of Fire and Emergency Medical Service terminology.
 - d. Demonstrates and applies a working knowledge of Fire and Emergency Medical Service principles, practice and equipment.
 - e. Is knowledgeable of, competent in, and consistently complies with all applicable policies and procedures, including time keeping and attendance policies and procedures, as evidenced by not more than one performance or attendance related warning notice during the evaluation period.
 - f. Fingernails comply with applicable policies and procedures 100% of the time.
 - g. Inspects and checks equipment for proper function at the start of each shift.
 - h. Attends or completes mandatory training and in-services in a timely fashion 100% of the time.
 - i. Actively participates in educational and research opportunities.
 - j. Complies with all applicable provisions of NJAC 8:40-1.1 et seq., NJAC 8:40A-1.1 et seq., NJAC 8:41-1.1 et seq. and NJAC 8:41A-1.1 et seq.
 - k. Willingly accepts additional assignments in support of the EMS operation.
6. Understands and adheres to UMDNJ's compliance standards as they appear in UMDNJ's Corporate Compliance Policy, Code of Conduct and Conflict of Interest Policy.
7. Performs other related duties as assigned.
- a. Performs Field Communications as EMS system needs dictate.

JOB REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed must be representative of the knowledge, skills, minimum education, training, licensure, experience, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The EMS Dispatcher EMT must have at least two (2) years EMS and one (1) year of Public Safety dispatching experience. It is preferred that the EMS Dispatcher EMT have at least two (2) years of EMS driving experience with a satisfactory driving record. The EMS Dispatcher EMT must be able to pass a medical evaluation and a respirator fit test and wear an N95 particulate filter respirator mask in accordance with PEOSHA standards as a condition of employment. It is desirable that the EMS Dispatcher EMT speaks Spanish. The EMS Dispatcher EMT must possess and maintain current and active credentials in good standing (as determined by initial and periodic Primary Source Verification) as follows:

- NJ Basic Telecommunicator certification AND
- NJ Emergency Medical Dispatcher (EMD) certification AND
- Emergency Medical Technician – Basic (EMT-B) Certification issued by the states of NJ, PA, NY, DE, MD, VA, WV, or the District of Columbia, or any other member of the Atlantic EMS council OR
 - NJ Mobile Intensive Care Paramedic (MICP) or Mobile Intensive Care Nurse (MICN) certification
 - Note: NJ EMT-B Reciprocity must be obtained within 6 months of hire AND
 - Medical Priority Dispatch System (MPDS) certification must be obtained within 1 year of hire
- Driver’s license with NJ driving privileges. Driver’s license must be in accordance with the DOT/MVC regulations for the type/size/weight of the vehicle(s) as assigned.
- American Heart Association (AHA) BLS for the Healthcare Provider
- Incident Command System (ICS) Level 100
- National Incident Management System (NIMS) Awareness

-Credential Required: NJ Basic Telecommunication certification, NJ EMD, EMT-B.

-Primary Source Verification: TABB, Inc.

PHYSICAL DEMANDS:

The EMS Dispatcher EMT must be able to perform all duties consistent with providing Emergency Medical Dispatch in the communications center or in the field. Must be able to lift up to 25 lbs.

WORK ENVIRONMENT:

The EMS Dispatcher EMT will, on a routine and daily basis, be required to see colors, hear voice, phone, and radio communications, speak, and communicate in English, both verbally and in writing, as well as operate computer, wireless, and other electronic equipment. The EMS Dispatcher EMT will, on a routine and daily basis, be required to sit or stand for prolonged periods of time. In certain situations the EMS Dispatcher EMT may be required to smell, walk, lift, kneel, crawl, climb, or jump.

EMPLOYEE ACKNOWLEDGEMENT

I, _____, Acknowledge Review of This Job Description.
(Employee’s Name - PRINT Name)

_____ Date: _____
Employee’s Signature

_____ Date: _____
Supervisor’s Signature