

CITY OF ARCADIA
AMBULANCE OPERATOR

DEFINITION

Under general supervision, to provide basic medical care and transport of the ill and injured as an Emergency Medical Technician (EMT); to respond to emergency medical calls for service including accidents and other emergencies; and, to operate an emergency vehicle to and from the scene of an emergency. The ambulance operator is expected to attend didactic and clinical continued education as required; to respond to emergency calls to render first aid and lifesaving techniques; and to participate in fire department training activities.

SUPERVISION EXERCISED

This is a non-safety/non-firefighter position that works under the supervision of a Fire Captain and the overall direction of an EMS Coordinator to perform emergency medical transport services.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Perform necessary basic life support care, within the scope of an EMT, on sick, injured, or convalescent persons at the sites of emergencies or enroute to hospitals or other medical facilities. Basic life support includes, but is not limited to hemorrhage control, treatment for shock, cardiopulmonary resuscitation, airway maintenance, and fracture stabilization and pain control.

Record event information including patient condition, patient history, treatments, vital signs, and scene observations.

Observe established basic life support medical protocols in accordance with Los Angeles Department of Health Services.

Provide patient information to physicians or designee via radio, cell phone transmission or direct contact.

Bandaging and lifting patients into an ambulance and assisting paramedics as directed.

Maintain a daily log of responses.

Maintain and inventory emergency ambulance supplies, equipment, and routine vehicle maintenance.

Operate emergency vehicles enroute to emergencies and during patient transport to the hospital.

Operate City-owned ambulances and other department vehicles as directed, including driving to and from medical emergencies as part of the emergency transportation team.

Perform appropriate field procedures utilizing EMT-B level skills such as attaining and documenting vital signs, bandaging, splinting, lifting patients into an ambulance and assisting paramedics as directed.

Maintain and inventory emergency ambulance supplies, equipment and routine vehicle parts.

Operate within federal, state, county and city laws, regulations and guidelines including the Health Insurance Portability and Accountability Act. Attend and complete department and hospital training sessions and drills.

Participate in station and equipment clean-up and perform other assignments as directed.

Respond to and assist the public in a wide variety of emergency calls involving illness and urgent situations and emergency medical incidents; analyze patient needs and administer first aid until relieved by proper medical personnel.

Participate in drills; attend continuing and advanced training sessions which can include emergency medical care, firefighting techniques, and the proper use of all equipment and related tools.

Respond to complaints and requests for information from the public; engage in public information activities; conduct station tours.

An Ambulance Operator will conduct daily inspections of condition and readiness of equipment; clean, wash, and service equipment; inspect, test, and maintain equipment.

Ambulance Operators are expected to drive and operate equipment safely under limited conditions.

An Ambulance Operator must be able to read electronic and incident maps and follow map directions; recognize street names quickly; locate house numbers and navigate quickly through business districts.

Work effectively in difficult and hazardous emergency situations and environments and carry out work assignments as instructed.

Safely and properly transport patients during ambulance transportation.

Follow oral and written instructions; communicate effectively both orally and in writing.

Maintain physical fitness to perform the physical aspects of the position.

Assist in the maintenance of the fire station and grounds.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned by their supervisor.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Basic emergency medical procedures including obtaining vital signs.

Locations of area hospitals and proper transport destinations.

Symptoms of medical emergencies and of appropriate responses to such conditions.

Principles of inventory management.

Procedures, methods, and techniques of emergency medical services including basic first aid and CPR. Pertinent Federal, State, and local laws, codes, and regulations.

Principles and procedures of record keeping.

Safe driving principles and practices.

Skill to:

Operate a motor vehicle safely.

Operate a variety of fire emergency response equipment safely and effectively including communications equipment.

Operate modern office equipment and technology.

Utilize handheld electronic devices for electronic care reporting documentation.

Ability to:

Evaluate patients' conditions and properly render emergency medical care including administration of emergency medications.

Perform at required emergency medical services within the Los Angeles County Department of Health Services Basic Life Support scope of practice.

Participate in preliminary fact-finding inspections and investigations including evidence gathering and preservation.

Interpret and apply policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Read, understand, and apply basic life support materials and concepts.

Respond quickly to changing situations under stressful emergency conditions.

Demonstrate physical endurance, agility, strength, and stamina in the performance of hazardous tasks under emergency conditions; think and act quickly in emergencies.

Understand and follow oral and written directions promptly and accurately.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Minimum Qualifications:

Training:

Equivalent to the completion of high school supplemented by college-level coursework and/or specialized training in basic life support.

License or Certificate:

American Heart Association First Aid and CPR.

Must possess and maintain a valid California Class C driver license and satisfactory driving record. Must possess a DMV ambulance endorsement before the date of hire.

Must possess and maintain a California EMT-B license before the date of hire.

National Incident Management System (NIMS) IS 700.

Incident Command System (ICS) 100 and 200.

Graduate of a 240-hour California Fire Academy or equivalent is highly desired.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to sit, stand, walk, run, kneel, crouch, stoop, squat, crawl, twist, climb, and lift 125 lbs.; exposure to cold, fire, heat, smoke, noise, outdoors, vibration, confining work space, chemicals, communicable diseases, biohazard materials, explosive materials, mechanical hazards, and electrical hazards; ability to travel to different sites and locations; availability for shift work, on-call, and stand-by.

Effective Date: July 2023