

	City of Virginia Beach Department of EMS Job Description	
	<h1>Volunteer Intermediate</h1>	
	Originated: Prior to 01/16/2015	Revised: 02/13/2023

Department of Emergency Medical Services Organizational Mission and Values

The City of Virginia Beach Department of Emergency Medical Services (EMS) mission is to provide quality pre-hospital patient care, education and rescue services that preserve life, reduce suffering, and promote safety of the people in our community. Our members accomplish this mission while being guided by our values which include quality customer service; integrity; teamwork; commitment; inclusion and diversity; leadership and learning; and volunteerism.

Position Summary

Provides skilled emergency and non-emergency services in a variety of areas including emergency medical and rescue operations, advanced medical assistance, directing ambulance and first responders in patient care services, mentoring, training, quality improvement, public education, recruitment, and training; and other duties as required.

Representative Work Functions and Responsibilities

Determines the nature and extent of illness or injury and provides effective medical treatment until relieved by a more advanced provider.

Directs supporting personnel as required.

Successful completion of a field training program resulting in release to function as an Ambulance Attendant-in-Charge per department guidelines, released to function as an Intermediate under general supervision, and required sanctioning by the Tidewater Regional EMS Council.

Effectively communicates with patients, bystanders, citizens and members of the emergency health care team.

Completes documentation including patient care reports, equipment and apparatus checkoffs, and evaluations of basic and advanced life support students and interns.

Provide supervision and care of patients in the pre-hospital environment including utilization of monitor/defibrillators, medications, endotracheal intubation, IV therapy, and other associated tasks.

Reports to Squad Commander.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less.

Performance Standards

Maintain control of emergency scenes and ensure the effective delivery of emergency care; effectively perform patient care at the Intermediate level as AIC; effectively determine nature and extent of illness or injury to a patient; maintain strict confidentiality per PHI, HIPAA and other rules, laws and regulations; responsible to the EMS Field Supervisor while on duty; complete evaluations of subordinate personnel; maintain appearance in accordance with department standards; perform tasks and responsibilities with safety in mind; demonstrate knowledge of City, state, and departmental procedures, protocols, policies, guidelines and regulations; exercise responsibility for equipment; safely operate vehicles in both emergency and non-emergency situations; direct the activities of basic life support providers, other first responders and all personnel on scene in the provision of emergency medical care; effectively mentor and train basic life support and advanced life support personnel, students and interns; maintain positive working relationships with superiors, peers and subordinates; demonstrate a commitment to support and develop volunteer emergency personnel; effectively and clearly communicate both verbally and in writing; work effectively under the pressure and stress of emergency situations; and attend continuing education, training drills, and refresher training to maintain proficiency in the current practices and procedures of emergency medical services.

Minimum Qualifications

Must be 18 years of age.

Be proficient in reading, writing and speaking the English language.

Must have current Virginia Intermediate certification.

Eligible to function as an emergency medical vehicle operator in accordance with City/Departmental policy.

Must have, or obtain, a current and valid driver's license.

Additional (Preferred) Qualifications

Current ACLS certification.

Current PALS or PEPP certification.

Special Requirements

Intermediate providers must meet duty requirements per the EMS Duty policy.

This position will require that incumbents wear and maintain appropriate personal protective equipment such as, but not limited to, steel toed shoes, safety glasses, gloves, respirator or other designated safety attire and equipment in designated areas of risk. Specific requirements will be determined and communicated by the employee's supervisor based on position assigned.

This is a safety sensitive position and is subject to mandatory drug testing. Positive drug test results will result in termination.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Knowledge of emergency medical services principles and techniques.
2. Comprehensive Knowledge of laws, regulations and ordinances pertaining to emergency medical services.
3. Comprehensive knowledge of local medical protocols.
4. Comprehensive knowledge of local emergency medical response system.
5. Comprehensive knowledge of the city's topography, road system and traffic patterns.
6. Knowledge of basic field training techniques.
7. Knowledge of city and department policies, guidelines, and procedures.

B. Skills

1. Skill in performing duties required of a Virginia-certified Intermediate.
2. Skill in the use of tools and adjuncts associated with advanced pre-hospital patient care.
3. Skill in operating ambulances, in emergency conditions.
4. Skill in the preparation of written and electronic medical reports and forms.
5. Skill in dealing with people in a variety of situations.
6. Skill in working side-by-side with both career and volunteer emergency personnel.
7. Skill in managing emergency medical incident scenes.
8. Skill in using independent judgement when making patient care decisions within the scope of local protocols and medical control guidelines.
9. Skill in operating a computer and using City standard software.

C. Abilities

1. Ability to work well with others in a dynamic environment.
2. Ability to establish and maintain cooperative relationships.
3. Ability to work with and support volunteer emergency personnel in the accomplishment of their mission.
4. Ability to work under high stress conditions.
5. Ability to follow written and oral orders.
6. Ability to work with both career and volunteer personnel.
7. Ability to direct other providers while acting as an attendant-in-charge.

8. Ability to communicate effectively both orally and in writing.
9. Ability to maintain Virginia Intermediate, CPR, and other certifications.
10. Ability to teach and/or participate in training drills.

Working Conditions

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

Physical Requirements: *Physical refers to the requirement for physical exertion and coordination of limb and body movement*

From the May 2012 Virginia State Office of EMS (OEMS) Functional Description for the Basic Life Support Provider; Work that involves bending, stooping, crawling and walking on uneven surfaces, and lifting, carrying and balancing up to 125 pounds unassisted (250 pounds assisted) at a height of 33 inches, a distance of 10 feet on an occasional basis. Considerable skill and adeptness required in the use of the fingers, hands or limbs in tasks involving close tolerances or limit of accuracy.

Mental Requirements: *Mental refers to the degree that the job involves cognitive activities, and use of mental processes*

Performs professional level work requiring the application of principles and practices of a wide range of medical and technical methods in the solution of medical, technical problems or administrative tasks; applies general understanding of operating policies and procedures to solve complex medical and administrative problems; requires continuous, close attention for accurate results and/or frequent exposure to unusual pressure and stressful conditions.

Environmental Conditions: *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

May risk exposure to communicable diseases including blood and air-borne pathogens requiring the use of non-porous coveralls/apron, medical gloves, safety eyewear, and other safety attire and equipment in designated areas of risk.

Sensory Requirements: *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*

Normal visual acuity, depth perception, field of vision, color perception, hearing, speaking, sense of smell, fine motor dexterity and texture perception.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.