

	City of Virginia Beach Department of EMS Job Description	
	<h1>Support Member</h1>	
	Originated: 02/03/2015	Revised: 08/20/2020

Department of Emergency Medical Services Organizational Mission and Values

The City of Virginia Beach Department of Emergency Medical Services (EMS) exists to deliver valued services to the community that preserve life, improve health, and promote the safety of citizens and visitors, who live, learn, work and play in our community while maintaining a sustainable systems approach that is focused on dynamic resource utilization to enhance the overall quality of life in our City. 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 administrative support for the Department of EMS; performs various non-operational functions; does related work as required.

Representative Work Functions and Responsibilities

Assumes responsibility for certain support functions.

Performs tasks to support the operations of the Department of EMS including such functions as fund raising, maintenance, logistics, documentation and data entry, restocking, clerical duties, recruitment, retention, photography, or inventory.

Must be neat and clean in appearance.

Reports to the Support Team Captain.

Performs other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards

Effectively carries out assigned tasks; adheres to uniform and grooming policies; works independently or with minimal supervision; accurately completes work assignment; operates equipment using safety procedures; complete tasks in a timely manner; follow instructions as directed; and completes work promptly.

Minimum Qualifications

Must be a least 18 years of age.

Fulfill all requirements and qualifications as set forth by Department policy.

Satisfactorily complete a criminal background check, which includes fingerprinting.

Additional (Preferred) Qualifications

Graduation from an accredited high school or GED equivalent.

Have and maintain a current and valid driver's license in accordance with originating state DMV driver's license eligibility requirements.

Special Requirements

Must have, or be willing to obtain, current defensive driving course certification (DDC) or Emergency Vehicle Operators Course (EVOC) in order to drive city insured vehicles.

Must be classified as fit for employment by the City of Virginia Beach Occupational Health Office by completing a medical screening exam in order to drive city insured vehicles.

Specific assignments and tasks may require additional training and courses, requirements, and time commitments.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Basic knowledge of the purpose and operations of the volunteer rescue squads and Department of EMS
2. Basic knowledge of laws, regulations, and ordinances pertaining to emergency medical services.
3. Basic knowledge of department policies, guidelines, and procedures.

B. Skill

1. Skill to perform the duties required of a Department of EMS support member.
2. Skill in dealing with people in a variety of situations.
3. Skill in the operations of a variety of motor vehicles, as applicable.

C. Ability

1. Ability to work well with volunteer and career staff.
2. Ability to establish and maintain cooperative working relationships.
3. Ability to maintain good physical and mental condition.
4. Ability to perform all assigned duties.
5. Ability to hear at a conversational level
6. Ability to learn and follow oral and written instructions.
7. Ability to adjust to typical work stressors.

8. Ability to remember basic procedures or steps and recall them to carry out routine tasks.
9. Ability to read, write and speak the English language.

Working Conditions

Working conditions vary based on the task at hand. Some assignments may involve uneven terrain, weather, emergency response, more strenuous activity, or loud noise. Others may involve variable hours.

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*

Requires medium work that involves walking, standing, stooping, lifting, pushing, pulling and raising objects, and involves exerting up to 75 pounds of force on an occasional basis.

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

Performs manual tasks prescribed by standard practices but which may require computation, the use of several procedures, and the use of independent judgment with obvious choices; requires normal attention for accurate results.

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.*

This job typically involves a risk of limited to no exposure to any environmental hazards.

Some positions may require exposure to loud noise, extreme heat and/or cold, bright or dim lights, fumes, odors, traffic, or exposure to communicable diseases requiring the use of safety attire and equipment in designated areas of risk.

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

This job requires normal visual acuity, and field of vision, hearing and speaking.

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.