



Career Service Authority

Paramedic Dispatch Supervisor

Page 1 of 5

GENERAL STATEMENT OF CLASS DUTIES

This class supervises and directs the operations of the Emergency Service Dispatcher Unit at the Denver Department of Health and Hospitals.

DISTINGUISHING CHARACTERISTICS

The *Paramedic Dispatch Supervisor* class performs first-line supervisory duties over workers who operate and monitor radio, telephone, or computer equipment to receive reports of medical emergencies and relay information or orders to proper officials and who are authorized to render medical treatment over the phone.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency of the department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization..

Level of Supervision Exercised:

Supervises two or more full time employees who do not supervise.

ESSENTIAL DUTIES

Supervises the emergency service dispatchers and ensures appropriate response of emergency medical services to the public.

Investigates complaints, resolves problems with the public and employees, and provides information to various agencies and groups regarding the services, regulations, and unit policies.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Motivates and guides others toward goals.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employees grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes..

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Telecommunications – Knowledge of the concepts, principles, and theories of transmissions, broadcasting, switching, control, construction, or operation of telecommunications systems.

Public Safety and Security – Knowledge of intelligence operations; public safety and security operations; occupational health and safety; investigation and inspection techniques; or rules, regulations, precautions, and prevention techniques for the protection of people, data, and property.

Customer Service – Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or outside organizations) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations;

knows about available products and services; is committed to providing quality products and services.

Medicine and Dentistry – Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptom, treatment alternatives, drug properties and interactions, and preventive health-care measures.

Legal, Government, and Jurisprudence – Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

Internal Controls/Integrity – Assures that effective internal controls are developed and maintained to ensure the integrity of the organization.

Oral Communication – Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

Problem Solving – Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Written Communication – Expresses facts and ideas in writing in a succinct and organized manner.

Technical Competence – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

Leadership – Inspires, motivates and guides others toward goals; coaches, mentors and challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness and respect for individuals by applying these values daily.

Flexibility – Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with pressure and ambiguity.

Supervising a Diverse Workforce – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce. Implements diversity policies for subordinate staff; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

Human Resource Management – Empowers and mentors staff by sharing power and authority; develops lower levels of leadership; shares rewards with staff; ensures staff are appraised, developed, and are otherwise treated fairly.

Interpersonal Skills – Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations.

Self Direction – Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

Team Building – Manages group processes; encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

Decisiveness – Makes sound and well-informed decisions; perceives the impact and implications of decisions. Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Conflict Management – Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

Client Orientation – Anticipates and meets the needs of clients; achieves quality end-products; is committed to improving services.

Knowledge of supervisory principles and practices sufficient to be able to perform elements of full, formal supervision.

Knowledge of supervisory principles and practices sufficient to be able to develop an employee performance enhancement plan and determine priorities.

Knowledge of supervisory principles and practices sufficient to be able to determine the most appropriate course of action in responding to grievances and in problem resolution/developing alternatives.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

Physical Demands:

Eye/hand/foot coordination: performing work through using two or more

Fingering: picking, pinching or otherwise working with the fingers

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body

Near vision: ability to see details at close range (within a few feet of the observer).

Accommodation: ability to adjust vision to bring objects into focus

Color vision: ability to distinguish and identify different colors

Depth perception: ability to judge distance and space relationships

Far acuity: ability to see clearly at 20 feet or more

Field of vision: ability to see peripherally

Working Environment:

Handles absentee replacement on short notice

Handles emergency or crisis situations

Subject to many interruptions

Subject to varying and unpredictable situations

Pressure due to multiple calls and inquiries

Requires judgment/action which could result in the death of a patient

Education Requirement:

Graduation from high school or possession of a GED certificate.

Experience Requirement:

Two years of dispatching experience operating and monitoring communications equipment in response to medical emergencies

Education/Experience Equivalency:

None.

Licensure and/or Certification:

Possession of a current Colorado Emergency Medical Technician–Basic Certificate (EMT-B) issued by the State of Colorado, completion of Emergency Medical Dispatch Training and Career Service Authority supervisory training by the end of the probationary period. All certificates and licenses must be kept current as a condition of continued employment.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 07/01/2005

REVISED BY: Earline Hill

CLASS HISTORY: This class specification was revised into the new format during the Denver Health Paramedic Division reorganization.