



## Career Service Authority

### Paramedic Dispatcher

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#### GENERAL STATEMENT OF CLASS DUTIES

This class operates and monitors communications equipment to receive reports of medical emergencies and relay information or orders to proper officials.

#### DISTINGUISHING CHARACTERISTICS

The *Paramedic Dispatcher* class operates and monitors radio, telephone, or computer equipment to receive reports of medical emergencies and relay information or orders to proper officials. The Paramedic Dispatcher is authorized to begin Emergency Medical Dispatch, a method of rendering medical treatment over the phone. The *Paramedic Dispatcher* class is distinguished from the *Police Dispatcher* class which performs dispatch work operating and monitoring communications equipment in response to police emergencies. This classification is also distinguished from the *Aviation Emergency Dispatcher* class whose scope of operations is limited to the airport.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice.

#### ***Interpersonal Communications and Purpose:***

Contacts with persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

#### ***Level of Supervision Exercised:***

None.

## ESSENTIAL DUTIES

Performs dispatch work to monitor and control the movement of ambulances and provides effective response to medical emergencies using a variety of dispatch equipment.

Prioritizes data received from emergency telephone contacts and obtains pertinent data from callers in order to dispatch paramedics by transmitting information to the appropriate unit.

Determines the medical nature of a call and if immediate medical attention is required the dispatcher begins Emergency Medical Dispatch a method of rendering medical treatment over the phone.

Maintains communications and monitors the status of mobile units for arrival at dispatched locations, ascertains seriousness and exact circumstances of the medical emergency, and dispatches requested information or additional assistance as needed.

Maintains a list of area hospitals and the services available to each hospital and keeps in constant contact with each hospital which allows the hospital to either get set up or refuse the injured party if they have no room or is too busy.

Dispatches and tracks animal control personnel and Denver C.A.R.E.S. vans.

Prepares records of dispatch time and unit assignment.

Receives reports and complaints and records pertinent information.

Performs other related duties as assigned or requested.

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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.

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produced written information, which may include technical material, that is appropriate for the intended audience.

**Education and Training** – Knowledge of the concepts, principles, and theories of instructional methods such as teaching, training, research, making presentations, lecturing, and testing.

**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.

**Decision Making** – Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

**Oral Communication** – Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

**Interpersonal Skills**– Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

**Oral Communication** – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Knowledge of and demonstrated competence in a skill set focused on the acute management and transportation of critical and emergent patients.

Skill in giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

### ***Physical Demands:***

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

Fingering: picking, pinching or otherwise working with the fingers

Handling: seizing, holding, grasping or otherwise working with hands

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:***

Subject to varying and unpredictable situations  
Handles emergency or crisis situations  
Subject to many interruptions  
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:***

One year of full performance dispatching experience for a police department, fire department (full-paid or volunteer), or emergency ambulance service or two years of experience in emergency telephone public contact work which must have included one year of experience as a 911 emergency operator.

***Education/Experience Equivalency:***

None.

***Licensure and/or Certification:***

Successful completion of Emergency Medical Dispatch Training by the end of the probationary period.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** 09/16/1995

***REVISED DATE:*** 04/16/2006

***REVISED BY:*** Bruce Backer

***CLASS HISTORY:*** This class specification was revised into the new format during the Denver Health Paramedic Division reorganization. The previous requirement for an EMT-Basic license was removed per the request of DHHA>