



Career Service Authority  
Paramedic Field Supervisor

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### **GENERAL STATEMENT OF CLASS DUTIES**

The Paramedic Field Supervisor supervises paramedics in the field as a member of an ambulance crew, and as an independent street supervisor. This position also provides pre-hospital emergency care/transportation of the sick and/or injured.

### **DISTINGUISHING CHARACTERISTICS**

The Paramedic Field Supervisor supervises the activities of Emergency Medical Technician – Paramedics in the field and reports directly to the Chief Paramedic who is responsible for organizing and directing the activities of the Paramedic Division at the Denver Health Medical Center.

#### ***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 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 or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

#### ***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:***

This position supervises two or more paramedics in the field.

## ESSENTIAL DUTIES

Promotes positive customer relations in dealing with patients, visitors, and other employees.

Completes daily schedules, vehicle accident logs, work injury reports, and incident reports.

Maintains a safe working environment for personnel, as well as working to maintain a safe fleet of ambulances.

Responds to dispatcher to render pre-hospital emergency care and resuscitation to victims at the scene of an emergency.

Independently performs rapid assessment of emergency scene to determine the need for auxiliary services such as fire and police department.

Evaluates the extent of illness or injury and establishes priorities for care following standing orders, or protocols, or as directed by the base physician via voice communications.

Initiates life-sustaining procedures including advanced life support in accordance with current standards/protocols and demonstrates a working knowledge of the Denver Metropolitan Paramedic Protocols.

Determines medical disposition of patients and medical facility utilized; securing patient into ambulance and monitors the patient's condition en route to the hospital, providing continues medical care and treatment, and demonstrates a working knowledge of Paramedic Division destination policies.

Upon arrival at the medical facility, reports observations and care rendered to emergency department personnel and provides an organized and concise triage report to the receiving facility.

Completes appropriate patient and daily activity forms.

Provides pre-hospital emergency care to the public in a variety of environments, such as sports facilities, airports, and other public gathering places.

Investigates complaints and ensures incident reports are collected from staff when there is an indication of potential liability for the agency; and, prepares and provides reports to Chief Paramedic

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution.

Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

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, Knowledge & Skills:***

**Internal Controls/Integrity** - Assures that effective internal controls are developed and maintained to ensure the integrity of the organization. Identifies needed resources and develops plans for carrying out work in a timely manner. Monitors and evaluates progress to ensure that policies are implemented to accomplish the organization's mission.

**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 Resources 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 safety, environmental, and infection control standards.

Knowledge of compliance and work rules.

Knowledge of established policies, procedures, and quality improvement objectives.

Knowledge of mission and vision statements for Denver Health Medical Center.

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 recognizing life threatening situations and ensuring scene safety.

Skill in training new employees.

Skill in operating an emergency vehicle.

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:***

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

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

Fingering: picking, pinching, or otherwise working with fingers.

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

Hearing: perceiving the nature of sounds by the ear.

Lifting: raising or lowering an object more than 50 pounds.

Eye/Hand/Foot coordination: performing work through using two or more.  
Far Acuity: ability to see clearly at 20 feet or more.  
Near Acuity: ability to see clearly at 20 inches or less.  
Depth Perception: ability to judge distance and space relationships.  
Field of Vision: ability to see peripherally.  
Accommodation: ability to adjust vision to bring objects into focus.  
Color Vision: ability to distinguish and identify different colors.  
Mathematical Reasoning  
Memorization  
Oral Comprehension  
Spatial Orientation  
Written Comprehension

***Working Environment:***

Work involves pressure due to short notice absenteeism and replacement; handling emergency or crisis situations; handling multiple calls and inquires; subject to long irregular hours and many interruptions.

***Education Requirement:***

Graduation from high school or possession of a GED Certificate.

***Experience Requirement:***

Three years of advanced life support ambulance experience.

***Education/Experience Equivalency:***

A combination of appropriate education and experience may be substituted for the minimum education and experience requirement.

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

Possession of a Colorado Class "R" Driver's License, a current Emergency Medical Technician – Paramedic Certification (EMT-P) issued by the State of Colorado, and Emergency Vehicle Operators Course (EVOC) Certification are required at time of application. Certifications and licensures must be kept current as a condition of continued employment.

Must document an average of 12 hours of Continuing Medical Education annually.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 07/08/2007

***REVISED DATE:***

***REVISED BY:***

John F. Hoffman

***CLASS HISTORY***

This classification was created to mirror the Paramedic Field Supervisor – Lieutenant class specification at the Denver Health Medical Center for the promotional opportunities of CSA employees.