



**North Eastman Health Association Inc.
Job Description**

EMS - Technician

Position Summary

The EMS - Technician plays a key role as part of a multi-disciplinary team. Primary responsibilities relate to patient care, professional standards of practice, injury and illness prevention, and ensuring that all equipment and vehicles are maintained in a state of readiness. All duties are performed in accordance with the Emergency Medical Response and Stretcher Transportation Act, and The Manitoba Health Emergency Treatment Guidelines. The EMS – Technician position functions in a manner consistent with and supporting the Mission, Vision, Values & Guiding Principles of the North Eastman Health Association.

Reports To: Emergency Medical Services Manager North/South

Location: Various sites throughout the region

Supervises: N/ A

Union : MGEU – Technical Professional

QUALIFICATIONS:

Education and Experience

- Current Licensure from Manitoba Health Emergency Services at the Technician level plus certification and education as identified in Appendix A – “Technician” required.
- Demonstrated effective written and oral communication skills required.
- Demonstrated ability to maintain positive working relationships with staff required.
- Demonstrated sound organizational skills with self-initiative required.
- Demonstrated dexterity, speed, and efficient work methods required.
- Physical and mental health necessary to meet the demands of the position required.
- Valid Class 4 Drivers License required.
- Current certification in Transfers of Functions available to licensure level required.
- A clear Criminal Records and Child Abuse Registry check required.

POSITION DUTIES AND RESPONSIBILITIES:

- Responds to all ambulance calls as per assigned shift, in both the capabilities of a driver and attendant.

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- Ability to recognize human crisis of a physiological or psychological nature through accurate assessment and treat maintenance/ improvement/deterioration of a given patients condition.
 - Ensure vehicles are appropriately stocked, equipped, and maintained in a clean, usable and safe condition upon completion of a call.
 - Prepares and submits records/ required documentation, in a timely manner, on the Manitoba Health Emergency Services Patient Care Report form as identified by local and regional EMS policies.
 - Comply with all appropriate documentation and procedures to ensure service delivery complies with all legislated and regulatory guidelines and is consistent with the program objectives and policies of North Eastman Health Association Inc.
 - Ensures that individual training levels are maintained by attending educational programs in the Region.
 - Takes call as per the site schedule.
 - Provides quality EMS patient care, following all established protocols.
 - Ensures safety is foremost in all aspects of ambulance service operations.
 - Attends committee, management, and staff meetings as required.

A. Provides Emergency Primary Health Care and Support

- Safely responds to requests for assistance and/ or transport complying with standards established by Manitoba Health and the Region.
- Recognizes and manages a human crisis of physiological and/or psychological nature through accurate assessment and implementation of care.
- Supports patient advocacy such as identifying need for home care.
- Assists EMS personnel and other members of the health care team as required.
- Promotes and encourages the respect and privacy of all clients.
- Provides quality emergency client care and adheres to established EMS protocols and standards of care.
- Prepares and submits required documentation and reports in a timely manner, as required by Manitoba Health and the NEHA.
- Maintains the confidentiality of individuals according to Personal Health Information Act and policies established by the NEHA.
- Ensures the maintenance, cleaning, stocking, and inspection of all equipment, vehicles, and stations within established timeframes.
- Responds to EMS ambulance calls when necessary, including training/competency maintenance with the alternating capabilities of either an operator or attendant.
- Provides or assists with the delivery of educational programs and in-services as requested.
- Supports programming related to injury/ illness prevention, health promotion, public relations, and public education within the NEHA.
- Ensures that personal training, certifications, and licensures are maintained.
- Performs other related duties and/ or functions as assigned.

B. Contributes to a Safe Environment

- Provides a safe environment by adhering to WHMIS Guidelines, Workplace Safety and Health Regulations, and Infection Control Guidelines.
- Ensures that safety is the foremost in all aspects of EMS work practices.

- Performs duties in a manner that minimizes risk and exposure to personal and/or corporate liability.
- Maintains familiarity and understands own role and responsibility in Regional Disaster and Emergency Response plans, and participates in exercises/ drills.

C. Maintains Accountability

- Recognizes own level of competence and seeks appropriate direction or assistance.
- Works within limitations of the position held and follows position description.
- Adheres to established policies and procedures of the NEHA, including:
 - Maintaining confidentiality
 - Standards of dress and grooming
 - Lines of communication
 - Attendance management
 - Suspected abuse reporting.
- Uses critical thinking skills to guide decision-making within scope of position description.
- Reports appropriate information to the District Manager North/ South or EMS Administration.
- Documents as required using established forms, including Patients Care Reports.
- Ensures supplies are used in a cost-effective manner.
- Participates in quality improvement and risk management activities at a station, district, and regional level as required, including:
 - Completing Occurrence Reports,
 - Completing Workers' Compensation reports,
 - Compiling data for indicator monitoring,
 - Participating on Quality Improvement teams.
- Assumes responsibility for own health.
- Participates in health promotion activities, including but not limited to education within the station, facility, and the community.

D. Participates as a Member of the Health Care Team

- Demonstrates knowledge and application of communication principles.
- Communicates with staff and co-workers to promote efficient operation of the EMS program and high morale.
- Communicates with staff and co-workers in promoting inter-program, inter-departmental, and regional operations.
- Communicates effectively with clients, families, and other members of the health care team, including acting as a link for resource access.
- Establishes and maintains positive interpersonal relationships with all members of the health care team, clients, and families.
- Actively participates in team meetings, staff meetings, and other facility and regional activities.
- Assists in the orientation and development of new staff and students as requested.
- Collaborates with inservice education programs to identify, plan, and facilitate orientation and staff development programs.
- Promotes the goals and objectives of educational programs established by the NEHA.

E. Education and Development

- Identifies own learning needs and participates in goal setting to enhance work performance.
- Ensures that personal competence is maintained, including maintenance of all prerequisite certifications, by participating in identified educational opportunities.
- Participates in inservices and workshops at a facility, regional, or provincial level as appropriate and available.
- Follows established process for education attendance approval.
- Keeps up to date with the policies and procedures of the NEHA.
- Maintains and updates knowledge in new program areas.
- Keeps up to date with EMS best practice.

WORKPLACE SAFETY AND HEALTH

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
- Other duties as assigned.

Revised: _____
Date

Approved by: _____ Date
Manager/ Supervisor

Approved by: _____ Date
Vice President/ CEO

Reviewed by: _____ Date
Director, Human Resources