

POSITION TITLE:

Dispatcher

POSITION IDENTIFICATION:

Reports to:	Supervisor
Employees Supervised/Directed	None
FLSA Code:	Non-Exempt

POSITION PURPOSE AND SUMMARY:

Under the Supervisor, the employee will perform duties associated with providing emergency medical care to the sick and injured in accordance with all applicable laws, regulations and A.R.E.A. Services, Inc. Policies.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

GENERAL RESPONSIBILITIES: The employee must possess and apply knowledge and skills necessary to perform the duties of a Dispatcher in a dignified and compassionate and professional manner, including but not limited do:

- Dispatches, via a radio console or other electronic means, emergency and other calls requiring EMS response according to priority and availability of field units.
- Maintains strict radio discipline at all times.
- Complies with FCC regulations and agency policies/procedures in the transmission of all radio traffic.
- Monitors dispatched units' activities, receives and transmits to field units updated information as it is received.
- Enters incident data into computer aided dispatch system and maintains various automated and manual logs, records and files related to dispatching activities.
- Answers administrative telephone lines, provides routine non-technical information upon request, and refers all other inquiries to the proper person or department.

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY: The employee must perform all job responsibilities in a manner that protects patient privacy:

- The employee is expected to protect the privacy of all patient information in accordance with A.R.E.A. Services' Privacy Policies, procedures and practices, as required by federal (and state) law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with A.R.E.A. Services' policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment or association with A.R.E.A. Services, Inc.
- The employee may access protected health information and other patient information onto the extent that is necessary to complete your job duties. The employee may only share such information with those that have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other company operations.
- The employee is encouraged and expected to report, without the threat of retaliation, any concerns regarding A.R.E.A. Services, Inc. policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The employee is expected to actively participate in Company privacy training and is required to communicate privacy policy information to co-workers, students, patient and others in accordance with A.R.E.A. Services, Inc. Company Policy.

ADDITIONAL OBLIGATIONS AND SKILLS: The employee must possess and apply knowledge and skills necessary to perform the duties of a driver of ambulance equipment, including but not limited to:

- Assuring that vehicles are in good working condition at all times, are properly maintained and stocked, have necessary equipment and reassure this equipment is in good working order at all times;
- Handling telephone communications professionally and efficiently with careful regard to the divulgence of information respecting confidentiality requests at all times;
- Coordinating request for non-emergency transports in accordance with the non-emergency transport policies;
- Monitoring communications equipment to maintain contact with the EMS and Wheelchair crews at all times.

ADDITIONAL RESPONSIBILITIES AND ROUTINE TASKS: The employee must perform routine tasks in and around the ambulance and building including, but not limited to:

TRAITS AND QUALITIES: The employee must also possess the following qualities and traits in order to accomplish specified tasks, including but not limited to:

- Be a team player, as EMS is a team effort, and providers must provide necessary assistance to ensure system sanitation, readiness and adherence to quality assurance standards;
- Be flexible as emergency services operate on a 24-hour clock; the employee's assigned work shift schedule may vary depending on the needs of the company.
- Maintain a thorough working knowledge of local geography, which includes maps, streets and grid book systems;
- Maintain a thorough working knowledge of applicable current standards of care, including equipment (CAD, Patient Tools, Etc.) functions and uses;
- Assure that all certifications, licenses and registrations are up-to-date; and
- Employees conduct themselves, in a courteous, helpful, dignified and professional manner at all times when dealing with patients, co-workers, supervisors and/or the public.

QUALIFICATIONS:

Educational Requirements:

The employee must possess a High-school Diploma or GED. Emergency Medical Dispatcher (EMD) Certification preferred.

Certifications, Licenses and Registrations

The employee must possess and maintain a valid driver's license, American Red Cross CPR or American Heart Association CPR, First Aid and AED, and any other certification deemed necessary by administration.

Minimum Experience, Abilities Required and Special Requirements

Previous experience is preferred for this position, but not required. Additionally, the employee must possess basic working knowledge of computers and be able to enter the necessary data into a computer. The employee must also be able to operate a multi-line telephone system.

OTHER PHYSICAL REQUIREMENTS:

- Speak clearly, even under stressful circumstances;
- Accurately communicate ideas orally and in writing in English;
- Speak at proper volumes for appropriate situations; and
- Must get along with others

MENTAL REQUIREMENTS OF THE POSTION:

- Handle a significant number of stressful situations and be able to function calmly, coolly and collected under all types of stressful situations;
- Get all will with diverse personalities;
- Communicate with patients and other with empathy and respect;
- Create and maintain a positive and cooperative working environment in stressful situations;
- Work smoothly and professionally in an environment where teamwork is essential;
- Work independently with minimal supervision for assigned tasks;
- Exercise sound independent judgment within general policy and procedure guidelines;
- Anticipate and identify problems and take initiative to prevent or correct them;
- Establish and maintain effective working relationships with all levels of personnel with the medical community, A.R.E.A. Services, Inc., outside agencies, patients and members of the community;
- Understand and follow federal, state and local laws and A.R.E.A. Services, Inc. policies, procedures and rules;
- Follow orders;
- Remember and apply concepts, knowledge and principles; and
- Appropriately deal with stress and maintain composure when encountering serious injuries or illness.

DISCLAIMER

The information provided in this description is designed to indicate the general nature and level of work performed by employees with this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this position. Management has the sole discretion to add or modify the duties of the position and to designate other functions at any time. This position description is not an employment agreement or contract.

ACKNOWLEDGMENT

I _____, understand that it is my responsibility to read this job description in its entirety and fully understand the expectation, requirements and hazards associated with this position and that the job description and duties are subject to change at the discretion of A.R.E.A. Services, Inc. I also understand that as an employee of A.R.E.A. Services, Inc., I am employed at-will and that A.R.E.A. Services, Inc. or I may terminate the employment relationship at any time, without notice, and for any lawful reasons.

Applicant or Employee Signature

Date

Printed name of applicant or employee