

**POSITION TITLE:**

Wheelchair Van Operator

**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 wheelchair an operator in a dignified and compassionate manner, including but not limited to do:

- Responding to wheelchair transport calls calmly, efficiently and promptly;
- Effectively communicating with professional medical personnel and treatment facilities to obtain instructions regarding further treatment and/or to arrange reception of patient to the appropriate center;
- Maintaining order at scenes;
- Completing patient care forms, evaluation forms, and all other form in a competent and timely fashion;
- Adhere to and follow all policies and procedures concerning safety and contamination by bloodborne pathogens; and

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 equipment, including but not limited to:

- Promptly responding to instructions from a dispatcher and driving and operating specially equipped vehicles to specified locations at a safe and controlled speed, in accordance with federal, state and local laws, regulations and standards; and in accordance with A.R.E.A. Services, Inc. policies, rules and guidelines;
- 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;
- Cleaning, organizing and restocking vehicles in a ready condition after each transport;
- Receiving requests for transport service and other duties related to communication via a two way radio and other communication devices;
- Maintaining accurate records of vehicle equipment and other equipment and/or personnel dispatched to each transport request and other operation and administrative data as required to maintain the operational continuity of A.R.E.A. Services, Inc. policies and procedures;
- Properly document each transport on the approved Patient Care Report in accordance with A.R.E.A. Services, Inc. policies and procedures;
- 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 main contact with the dispatcher; and
- Maintaining apparatus and equipment in accordance with all policies, procedures and direction.

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

- Checking, restocking, inventorying and cleaning any apparatus operated by A.R.E.A. Services, Inc.;
- Cleaning, doing dishes, emptying trash and other related duties in the station;
- Representing the ambulance service while on duty at public service functions, expositions and other public events; and
- Performing any other duty related to A.R.E.A. Services, Inc. as designated by the supervisor or designee.

TRAITS AND QUALITIES: The employee must also possess the following qualities and traits in order to accomplishment 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 and the employee should be available to respond immediately for a call during the assigned work period, and the start and shift times may vary due to the nature of the business;

- 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 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 Requirments:

The employee must have a minimum of either a high school diploma or a GED (or willing to obtain this in a timely manner).

### Certifications, Licenses and Registrations

The employee must possess and maintain a valid driver's license, current state EMT certification, American Red Cross CPR for the Professional Rescuer and/or American Heart Association BCLS certification, EVOC/EVDT certification, Hazardous Materials R&I and other certifications required.

### 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.

## **PHYSICAL REQUIRMENTS OF THE POSITION:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. The position requires significant physical strength and dexterity and the ability to function in very adverse environments with exposure to numerous safety risks typically found at emergency scenes. The following guidelines are used to describe the frequency of activities in this position: Occasionally equals 1%-33%; Frequently equals 34%-66%; and continuously equals 67%-100% of a typical work day.

STANDING/WALKING: Frequently too continuously when responding to calls. Standing or walking is optional while at rest at the facility. This usually includes; going to and from the emergency vehicle, getting patient from their locations, and rendering treatment. Most walking would be short distances, as emergency vehicles are allowed to get close to the location as possible. However, the employee must also be able to run these same distances in case of an emergency where time is of the essence. Walking and running may vary, however, as the patient may be located in a large, multi-floored facility. Standing, walking and running could be on all types of surfaces, including but not limited to: asphalt, cement, concrete, soft/packed dirt, linoleum, wood, hardwood floors, etc. The individual must be able to go up and down slight inclines or declines that may be found at roadsides, agriculture areas, etc. At a location, standing would occur more often than running or walking. Standing would occur on the wide variety of surfaces mentioned above. Standing could last from a few minutes to

hours, depending on the situation. Standing could occur in the standard erect position, the kneeling or squatting position, etc.

SITTING: Frequently when responding to a location, the employee will sit in the emergency vehicle. The emergency vehicles are equipped with a standard installed vehicle seat. The time performing the sitting activity on a call would depend upon the specific situation.

LIFTING AND CARRYING: Frequently required to lift and carry weights ranging from a few pounds to ten (10) pounds and above. Occasionally required to lift and carry weights scaled at above 100 pounds or more. Employees will need to lift and carry, with one team member, adult patients, lifting them from various positions (such as a bed or a chair) onto various patient movement devices, such as an ambulance stretcher, a stair chair, long back boards, etc. and then would efficiently move them to the ambulance. Other heavier objects in the high range category would be 5-foot tall, 10-inch diameter oxygen cylinders and medical equipment boxes. The oxygen cylinders can be made of quarter-inch steel and weigh up to 113 pounds. The medical equipment boxes can weigh approximately fifty pounds or more.

BENDING AND STOOPING: Frequently throughout a work shift the employee will be required to bend in a range of 1 to 90 degrees. The average situation will require the individual to work in a range of 35 to 65 degree bends. This would involve; lifting a patient, lifting equipment, treating a patient at ground level, sitting on a bench located in the ambulance. This activity may be prolonged and last up to 30 minutes or more. During any given call, the provider may bend and/or stoop 1 to 15 times per incident.

CROUCHING AND KNEELING: Frequently, crouching and kneeling may be performed when on the scene picking up equipment or assisting patients. The actual number of times this is done depends on the particular incident but may be up to 15 times for a duration up to 30 minutes or greater.

CLIMBING: Occasionally, this is required when climbing steps up and down with a patient on a stretcher or other device and when entering or exiting the emergency vehicle. Generally, the climbing would require that the employee be lifting and carrying heavy objects such as a stretcher or other device with a patient on it. Balancing may be required when backing down staircases.

REACHING: Frequently to continuously throughout the work shift in order to review monitoring equipment, operate communications equipment, administer oxygen and operate equipment. The employee may also be required to reach in precarious positions, such as in a vehicle, which has been crushed in an accident or in other confined spaces. If working inside the ambulance in route to a medical facility, the employee will need to reach to access the patient and supplies. Reaching will involve partial to full extension of the arms.

PUSHING AND PULLING: Frequently the activities that would require the most force in pushing and pulling are when removing or returning the gurney to the emergency vehicle with and without a patient on the gurney. Slight pushing will be required if the employee is performing CPR, which can require repetitive pushing and may range from a few minutes to hours. Pushing and pulling is required when operating and closing vehicle door.

HANDLING OR GRASPING: Continuously, while working at any given location, continually bilateral gross manipulation is performed in this position. This may be involved when: opening/closing

doors or when using, handling, carrying and/or operating medical equipment boxes that may weigh approximately fifty (50) pounds or more, such as stretcher rails, various handles attached to equipment and tools. The arm and hand must be able to perform all types of positions, including supination and pronation. Hyperextension, extension and flexion of the fingers will be involved, ulnar and radial deviation, abduction of the hand and wrist will be required. A wide variety of grasping will be required, such as cylindrical grasping, palmar grasping, hook grasping, tip grasping and lateral and spherical grasping.

**HAZARDS:** The employee, when responding to emergencies, can be exposed to dust, fumes, gases, fire, smoke, adverse weather conditions and chemicals. There is potential for bodily harm or death from violent patients, bystanders or other dangers. At all times the employee is expected to adhere to all applicable policies and procedures concerning safety and the prevention of contamination and infection due to bloodborne pathogens.

**OTHER PHYSICAL REQUIREMENTS:**

- Maintain balance and strength in awkward positions;
- Speak clearly, even under stressful circumstances;
- Accurately communicate ideas orally and in writing in English;
- Respond physically with speed;
- Speak at proper volumes for appropriate situations; and
- Must get along with others

**MENTAL REQUIREMENTS OF THE POSITION:**

- Handle a significant number of stressful situations and be able to function calmly, coolly and collected under all types of stressful situations;
- Get along 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;
- Analyze and interpret difficult and complex patient care and personnel situations;
- 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.

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Applicant or Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name of applicant or employee