

Job Class Profile: Ambulance Operator/Attendant

Pay Level: CG-25 **Point Band:** 456-489

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	3	5	5	2	2	4	1	5	
Points	93	50	32	24	60	43	83	21	54	460

JOB SUMMARY

The Ambulance Operator/Attendant performs skilled work in the operation of ambulances. Work involves the operation of ambulances used in transporting sick, injured and convalescent persons while exercising care and skill in driving to avoid or reduce motion detrimental to patients. Responsibilities include assisting Primary Care Paramedics in patient care, the proper lifting of patients and the operation of patient care equipment.

Key and Periodic Activities

- Provides assistance to paramedics at emergency scenes by obtaining any necessary equipment and helping with patient care where necessary within general standards of care.
- Operates ambulances in cities, towns and over highways, possibly in adverse weather conditions. Adjusts speed of vehicle as required and maneuvers through traffic.
- Administers oxygen supply to patients and performs procedures within scope of practice.
- Participates in Continuing Medical Education (CME) training to maintain current knowledge of new equipment and medical techniques.
- Attends Ambulance departmental meetings.
- Cleans ambulance interior and exterior.
- Ensures routine ambulance maintenance.

SKILL

Knowledge

General and Specific Knowledge:

- Ambulance operation.
- Medical equipment (i.e. defibrillators, blood pressure monitors).
- General standards of care as outlined by the Provincial Medical Oversight Program (i.e. scene assessment, application of personal protective equipment, Cardiopulmonary Resuscitation (CPR), First Aid, oxygen administration, airway management, etc).

Formal Education and/or Certification(s):

- Minimum: High School Diploma supplemented with successful completion of Emergency Medical Responder II course (10 day course).

- Valid Class 4 Driver's License.
- Registered with the Department of Health, Provincial Medical Oversight Program.

Years of Experience:

- Minimum: 1 – 2 years of experience

Competencies:

- Driving ability.
- Communication skills.
- Computer skills.

Interpersonal Skills

- A range of interpersonal skills are utilized and include listening to information from dispatcher regarding the nature of the emergency call or from the person requiring assistance; asking questions to gather additional information regarding the emergency situation; providing routine information; providing care and comfort to those in need and sometimes dealing with upset or angry people.
- Interactions occur with employees within the immediate work area, ambulance department and other health care employees; supervisors and managers and members of the general public. The most significant contacts are Primary Care Paramedics and Emergency Medical Responders, the general public as well as supervisors and managers.

EFFORT

Physical Effort

- Work demands occasionally result in fatigue, requiring periods of rest.
- Lifting and moving patients onto stretchers, or into ambulance is required.
- Sitting, standing, walking and driving are all required when responding to emergency situations which may require working in awkward or cramped positions, requiring strength and endurance.
- Manual and physical activities include using gross motor skills requiring strength and co-ordination to lift and move patients and using medical equipment requiring controlled movement. Work tasks require maintaining physical balance.

Concentration

- **Visual** concentration is required on a regular basis when driving the ambulance during the day, night, in traffic or in adverse weather conditions. Also required to watch heart monitors and blood pressure gauges.
- **Auditory** concentration is required when dealing with patients during emergency situations.
- Other sensory demands such as **touch**, is sometimes required to check for broken bones or internal bleeding. **Smell** is utilized to detect alcohol.
- **Repetition requiring alertness** is evident when checking vital signs as this may have to be done often during an emergency situation.
- **Time pressures exist** when transferring a patient to a hospital in a timely but safe manner.
- **Lack of control over work pace** occurs when responding to a fire or unsafe environment as the scene has to be declared safe first.

- **Higher than normal levels of attentiveness or alertness** for the health and safety of others is evident when driving to and from emergency situations where there are patients, family members, co-workers and possibly doctors in the ambulance.
- **Eye hand coordination** is required to drive ambulances in a safe manner.
- **Exact results and precision** is required to set oxygen and IV flow to the proper rate.

Complexity

- Work tasks and activities are repetitive and well-defined, different but related to ambulance operations and assisting in the provision of patient care.
- A typical challenge would be participating in patient care in uncontrolled environments (i.e. emergency situations).
- References available to address typical challenges include Provincial Medical Oversight Protocols regarding medical techniques/procedures; organizational policies, procedures and ambulance operators manual.

RESPONSIBILITY

Accountability and Decision-Making

- Work is performed within the scope of practice following policies, procedures and protocols of the Provincial Medical Oversight Program and all decision-making is based on these protocols. Access to On-line Medical Control is available if needed.
- Independent decisions made in the field are guided by Provincial Medical Oversight protocols.
- Approval from Online Medical Control or Provincial Medical Oversight is required for treatments to be conducted outside of approved protocols.
- Discretion and judgement are exercised in applying the guidance or instructions received from Online Medical Control.

Impact

- Impacts are directly felt within the immediate work area, ambulance department and on the patients cared for during emergency situations.
- Work activities impact medical equipment; processes and systems in terms of treatment provided, material resources, health and safety of patients and staff and on corporate image if work is completed competently and safely.
- Consequences of mistakes or errors are felt by co-workers and the ambulance department in terms of being viewed as incompetent; the organization in terms of being perceived as hiring unqualified staff and by patients if mistakes or errors occur in patient care.
- Consequences of mistakes or errors are directly felt on equipment and finances since malfunctioning equipment will have to be replaced; information in terms of patient confidentiality must be maintained; health and safety of patients in terms of patient care received and corporate image in terms of work being completed competently and safely.
- Typical time frame required to identify and resolve consequences of mistakes is 24 hours as any mistakes are discussed and resolved with management.

Development and Leadership of Others

- Not responsible for supervision of staff.

- No development and leadership responsibilities exist.

WORKING CONDITIONS

Environmental Working Conditions

- Special precautions and safety equipment (i.e. Personal Protective Equipment) are dictated by Material Safety Data Sheets (MSDS) and Provincial Medical Oversight protocols and may include safety gloves, masks, hard hats and disposable coveralls.
- Moderate to significant likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures, injury or illness resulting in partial disability.
- Limited likelihood of injury or occupational illness resulting in total disability.
- Exposure to a variety of working conditions in the pre-hospital setting vary depending upon the nature of the ambulance call but may include distracting noise, sharp objects, toxic substances, hazardous chemicals, fumes, awkward or confined spaces, wet or slippery surfaces, physical dangers, bodily fluids and waste, infectious diseases and limited lighting.