

Duties and Responsibilities

The following is a summary of the duties and responsibilities of some of the job descriptions within the Department. Refer to job descriptions for complete list.

EMERGENCY MEDICAL TECHNICIAN-BASIC

The Emergency Medical Technician-Basic is responsible for providing emergency treatment of ill or injured persons, and the safe and efficient transport of patients to the appropriate receiving facility. The EMT-Basic's duties and responsibilities include:

- Performs a daily routine checkout of ambulance equipment and supplies and does routine vehicle maintenance; Completes records and reports as required;
- Responds safely and promptly to all calls as directed by Dispatch Operations; Operates communications equipment in accordance with protocols and procedures. Upon arrival at the scene of an emergency, makes an immediate survey of the situation to determine the need for additional units and reports the status of the incident to Dispatch Operations;
- Directs the efforts of First Responders involved in patient care, and assumes responsibility for patient care until relieved by a ranking clinical member or the receiving facility staff;
- Renders Basic Life Support including the treatment of adult and pediatric injuries and illness; burns; environmental emergencies; cardiopulmonary disorders; abdominal pain; neurologic disorders; obstetrical and gynecological emergencies; communicable diseases; toxicological emergencies; other emergent traumatic and non-traumatic events;
- Initiates CPR to victims of cardiac arrest; requests and assists advanced life support personnel when appropriate; operates the semi-automatic defibrillator and downloads data per established protocol;
- Administers treatment for fractures of all types, and for injuries to the head, face, eyes, neck, spine, chest, abdomen, pelvis, genitalia and other injuries causing bleeding and/or shock; operates mechanical adjuncts to breathing;
- Assists patients in taking their own medications per established protocol; performs rescue tasks to access, assess, stabilize, disentangle, and remove victims of entrapment;
- Cares for emotionally disturbed, alcoholic, drug-influenced, epileptic, and agitated patients in such a manner as to ensure the safety of the patient; manages obstetrical emergencies;
- Assesses each patient, takes vital signs, and records these findings on the patient care report; operates glucometer and administers aspirin per established protocol; completes and submits a patient care report for each response unless the unit is canceled prior to arrival;
- Inspects, cleans, and washes Department vehicles and stations as required; restocks equipment and supplies so as not to fall below par level; operates Department vehicles in a safe and accepted manner;

- Attends training classes and recertification courses as required; maintains a knowledge of all rules and regulations; maintains and updates the policy manual as required;
- Maintains current certification as required per state regulations: EMT certification; Massachusetts driver's license, CPR certification.

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EMERGENCY MEDICAL TECHNICIAN-PARAMEDIC

The Emergency Medical Technician-Paramedic is responsible for providing advanced life support skills in accordance with Boston EMS/Regional clinical protocols and for performing basic life support as required. The EMT-Paramedic's duties and responsibilities include:

- Performs a daily routine check out of ambulance equipment and supplies and does routine vehicle maintenance; completes records and reports as required;
- Responds safely and promptly to 9-1-1 calls as directed by Dispatch Operations; Operates communications equipment in accordance with established procedure;
- Assumes primary responsibility for patient care at the scene of an emergency; performs basic life support procedures as required;
- Per protocol or under a physician's orders, performs advanced life support procedures including endotracheal intubation; ECG interpretation; defibrillation; synchronized cardioversion; carotid sinus massage; intravenous, intramuscular, subcutaneous, sublingual and endotracheal administration of drugs and/or fluids, chest decompression; intraosseous needle placement; and cricothyrotomy;
- Reports diagnostic information to the medical control physician; continuously monitors the patient condition on scene and en route to the receiving hospital; updates the medical control physician on any change in patient status;
- Operates Department vehicles as assigned in a safe and accepted manner; inspects, cleans, and washes Department vehicles and stations as required; restocks equipment and supplies so as not to fall below par level;
- Completes and submits a patient care report for each response unless canceled prior to arrival on scene; Submits ECG strips or downloads ECG as required;
- Maintains a thorough knowledge of all advanced life support protocols and procedures;
- Maintains a knowledge of rules and regulations; maintains and updates the policy manual as required;
- Maintains certification as required per State regulation: EMT-P certification; Massachusetts driver's license; ACLS certification; CPR certification; attends training classes and rectification courses as required.

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EMT-TELECOMMUNICATOR

The EMT-Telecommunicator, under the direction of the Dispatch Operations Supervisor, shall control and coordinate communications on designated EMS channels. In addition to responding to emergencies and providing care, the Telecommunicator's duties and responsibilities include:

- Carries out the orders of the Dispatch Operations Supervisor and the Command Staff;
- Receives, screens, and evaluates requests for service and determines the response requirements per protocol; dispatches, directs, and monitors the movement of all EMS response units; reassigns units to temporary satellite locations;
- Operates radio, telephone, and computer systems, and performs related duties as required; records and relays radio or telephone traffic according to established policy;
- Notifies public safety agencies such as Police, Fire, Marine and Air Rescue services when the response of such agencies is required; coordinates the response and radio advisories as required;
- Assigns radio channels to be used for medical direction, medical control, consultation, and notification; relays medical traffic and point of entry data as required;
- Directs ambulances, aircraft, and marine units entering the region with critical patients to proper routes, airports, docks, and hospitals;
- Notifies the Dispatch Operations Supervisor or other supervisory staff when administrative or technical problems arise;
- Develops and maintains a thorough knowledge of standard operating procedures including dispatch procedures, call-screening protocols, response areas, and city geography; works as C-MED operator as required;
- Performs related duties as required.

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LIEUTENANT

A Lieutenant may be assigned to the Field Operations, Dispatch Operations, RTQI, or other assignment as necessary. A Lieutenant is responsible for the clinical and administrative supervision of EMTs, and the administrative supervision of Paramedics in the performance of their duties. In addition to responding to emergencies and providing care, a Lieutenant's duties and responsibilities include:

- Maintains a record of all matters affecting the work shift; maintains a record of responses, vehicle change-overs, and other work activities or significant events;
- Submits a detailed written report as per established policy whenever a complaint is received concerning the performance or conduct of a Department member;
- Submits a detailed written report to the Shift Commander whenever a violation of the rules is observed; investigates complaints and/or reports of vehicle or equipment malfunctions, and takes action to return disabled response units to service;
- Submits a written report to the Shift Commander concerning recurrent false calls; chronic abuse of 9-1-1; conflict between ambulance crew members; conflict between an EMT and a member of another public safety agency, or a member of the public;
- Assumes operational responsibility at the scene of an emergency until relieved by a person of higher rank; Provides clinical supervision of EMTs; maintains a thorough knowledge of the multiple casualty incident plans;

- Reviews check-out forms, unit response summaries, motor vehicle accident reports, child abuse reports, elderly abuse reports, and other reports as required; initials each report for the completeness and accuracy; inspects ambulances and equipment for cleanliness; ensures compliance with infection control protocols;
- Reviews patient care reports for completeness and legibility as required;
- Along with the fleet mechanic and with input from the ambulance crew makes the decision as to whether a unit should be removed from service due to mechanical problems;
- Monitors the driving ability of EMTs assigned to response units; submits a written report to the Shift Commander if negligent or reckless driving is observed and initiates corrective action;
- While assigned to Field Operations, assumes responsibility for one or more geographic divisions; responds to incidents when dispatched; remains in radio contact at all times; monitors the communications of Field units; may be reassigned to Dispatch Operations as required;
- While assigned to Dispatch Operations, directly supervises the performance of EMT-Telecommunicators in using dispatch procedures and call-screening protocols; supervises the operation of C-MED; monitors the response time, on-scene time, and in-hospital time of EMS response vehicles; staffs vacancies in Dispatch Operations Center or Field Operations by reassigning available members from the float pool or by calling overtime in compliance with established policy; updates the Shift Schedule Report and overtime list as required; acts as liaison with the Boston Police Operations Supervisors as required; may be reassigned to Field Operations as required; ensures appropriate notifications are made regarding significant events as per established procedure;
- While assigned to Training and Quality Improvement, supervises the orientation and in-service training of new employees; monitors the progress of new employees during the probationary period; submits written reports as required; assists in continuing medical education programs offered by the Department; maintains records on the certification requirements of all uniformed personnel; participates in continuous quality improvement; may be reassigned to Field Operations or Dispatch Operations as required;
- Performs related duties as required.

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TRAINING SUPERVISOR / CAPTAIN

The Training Supervisor / Captain is responsible for the supervision of EMTs, Paramedics, and Lieutenants. In addition to responding to emergencies and providing care, the Training Supervisor's duties and responsibilities include:

- Plans, develops, and implements training programs for EMS, other public safety agencies, other health care providers, and the general public;
- Prepares and conducts continuing education for EMS members;
- Conducts CPR training, CPR Instructor-Training, and CPR recertification training for Department members, other health care providers, and the general public;
- Conducts in-service training on new equipment;
- Develops, plans, and conducts Recruit training for all newly hired EMTs;

- Files the necessary forms, documentation and course material for program approval/certification with regional, state or other agencies in compliance with Massachusetts EMT-Instructor/Coordinator requirements;
- Plans and conducts Basic EMT courses as sponsored by the Department; serves as Massachusetts Instructor/Coordinator on Department sponsored EMT programs;
- Assists in planning and conducting training programs in the Department diversity recruitment program (Cadet Program);
- Serves as Field Supervisor or Dispatch Operations Supervisor as assigned. Assumes operational responsibility at the scene of an emergency until relieved by a person of higher rank; Provides clinical supervision of EMTs;
- Represents the Department at state and regional committees;
- Performs related duties as required.

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CAPTAIN / PRINCIPAL EMERGENCY MEDICAL TECHNICIAN

The Captain / Principal Emergency Medical Technician is responsible for the Supervision of EMTs, Paramedics, and Lieutenants. A Captain may be assigned to Special Operations, Dispatch Operations, Professional Standards, or another area of the Department as required. In addition to responding to emergencies and providing care, the Captain's duties and responsibilities include:

- Maintain familiarity with all EMS equipment, operate emergency vehicles and communication equipment;
- Represent the Department in meetings with members of other city agencies, the public, or regulatory agencies;
- Prepare records and reports as required. Review records and reports prepared by subordinates for completeness and accuracy;
- Respond to emergencies: serve in the Incident Command System providing supervision as assigned; provide operational supervision at multiple casualty incidents; facilitate patient care, examine, assess, and stabilize patients at emergency scenes;
- Plan, develop, and recommend policies and procedures. Interpret, apply and ensure compliance with EMS' policies and procedures;
- Assist in the development and management of systems to receive, investigate and prepare reports on complaints concerning the delivery of emergency services;
- Conduct inspections of EMS personnel, vehicles, and stations for compliance with applicable standards; conduct and investigate internal loss cases, employee conduct, worker's compensation, and related matters;
- Under direction, assists with contracts, billing, and vendor relations for assigned section or area as required.
- Performs related duties as required.

DEPUTY SUPERINTENDENT

A Deputy Superintendent is a member of the Command Staff with authority and responsibility for management of a particular shift, special project, or one or more EMS functions or activities. In addition to responding to emergencies and providing care, a Deputy Superintendent's duties and responsibilities include:

- Implement and oversee departmental policies and procedures to enhance employee performance and insure the effective delivery of emergency medical services.
- Attend meetings with subordinate staff and others to review and discuss operational needs, managerial improvements, and enhancements to policies and procedures.
- Implement programs to document staff performance. Prepare and review records and reports of activities performed by subordinate staff; supervise and observe the work of subordinate staff to determine training needs or disciplinary action
- Conduct investigations as needed; recommend and participate in disciplinary matters as required or directed. Insure compliance with operational and/or clinical policies, procedures, and protocols;
- Prepare written materials and presentations Respond to emergency incidents to provide operational or clinical supervisor at mass casualty incidents; assume command of EMS operations and resource deployment until relieved by superior officer
- Prepare records and reports of shift or unit activities; Review records and reports prepared by subordinates for completeness and accuracy
- Represent the department before the media, civic organizations, the general public and others as directed and authorized
- Implement and oversee departmental policies and procedures to enhance employee performance and insure the effective delivery of emergency medical services
- Schedule and when necessary, change work assignments.
- May be required to be part of an on-call manager rotation and be subject to mandatory overtime. Perform other duties as required.

SUPERINTENDENT

Under the general or specific direction of the Chief or Superintendent in Chief, in addition to responding to emergencies and providing care, a Superintendent may be assigned any of the following duties and responsibilities:

- Provide direction and leadership on matters related to the management and operation of EMS. Develop, implement, and oversee departmental policies and procedures to enhance employee performance and insure the effective delivery of emergency medical services.
- Provide leadership and direction on operational needs, managerial improvements, and enhancements to policies and procedures.
- Supervise, train, and evaluate subordinate personnel. Prepare and implement programs to document staff performance. Conduct in-depth analysis of EMS

practices and procedures to assess their effectiveness and determine measures for improvements.

- Plan, develop, and conduct management training and operational training and operational training for EMS staff.
- Review and evaluate records and reports of EMS activities. Conduct investigations as needed and recommend and participate in disciplinary matters.
- Manage or oversee one or more EMS bureaus or functions. Prepare written reports and presentations for EMS and outside entities. Represent EMS at public functions and other forums.
- Insure compliance with operational and/or clinical policies, procedures and protocols. Respond to emergency incidents and fires and work in hazardous environments as required to facilitate patient care; examine, assess and stabilize patients at emergency scenes; administer treatment, prepare patients for transport, prepare documentation of care received, and transport patients.
- At emergency incidents provide operational supervision and/or command of EMS operations and resource deployment. Interact with public safety personnel at incident scenes to insure proper coordination and to enhance pre-hospital patient care.
- May be assigned to serve as a shift commander as directed; and may be required to be part of an on-call manager rotation and be subject to mandatory overtime. Perform other duties as required.