

Reports To: Field Operations Manager / Base Supervisor

Schedule: Variable

Employment Status: Non-Exempt

POSITION SUMMARY

Provides transportation services to individuals and groups while demonstrating courtesy, good judgment, common sense and good driving practices.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Completes vehicle and equipment checklists; maintains chair car and equipment according to company cleanliness standards, and sees that vehicle and associated equipment are in good working order; and, ensures chair car is appropriately stocked.
- Washes vehicles at the end of each shift
- Operate the vehicle in accordance to any and all applicable laws, rules, and company policies. Navigate by road maps, directions, etc.
- Properly load, secure, and transport patients in accordance with company policy and procedures.
- Communicates with patient, patient's family, others at the scene and at the hospital in a courteous and professional manner at all times.
- Completes and assists in the completion of necessary patient and company paperwork in accordance with company policy and procedures.
- Performs other duties as required or assigned by supervisory personnel or management.

Company Standards

- Performs all duties in a safe, courteous, confidential and professional manner, always taking into account the well-being of the patient.
- Maintains a positive and professional image by being well groomed and properly attired at all times.
- Maintains response readiness consistent with company's response criteria.
- Mentors, trains, and encourages fellow staff as needed, to help them attain their full potential.
- Completes all reports, including patient care records, legibly, accurately, and on a timely basis.
- Maintains certification through clinical experience and continuing education.
- Maintains confidentiality of all customer and Armstrong information.
- Successfully completes required training programs.

PATIENT PRIVACY

All Employees of Armstrong Ambulance are required to read and sign a 'Confidentiality Agreement' which includes the following expectations of employees:

- Employees are expected to protect the privacy of all patient information in accordance with Company policies, procedures, and practices, as required by Law, and in accordance with general principles of professionalism as a health care provider.
- Employees may access protected health information and other patient information only to the extent that it is necessary to complete job duties and may only share such information with those who have a need to know specific patient information to complete their job responsibilities related to treatment, payment, or other company operations.
- Employees are encouraged and expected to report, without the threat of retaliation, any concerns regarding the company's policies and procedures on patient privacy and any observed practices in violation of that policy to the designated management personnel.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Candidate will hold a High School Diploma or equivalent degree, or equivalent job experience.

Certificates, Licenses: Employee must have, and maintain, a valid motor vehicle operator license with satisfactory driving history and certification in Basic Life Support CPR.

Language Skills: Ability to read, analyze, and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write grammatically correct reports and correspondence. Ability to effectively interact and communicate with patients, co-workers, and medical facility staff. Ability to provide good and accurate oral reports to designated medical personnel.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. In order to verify that the candidate/employee can perform the essential functions of this job, a Physical Agility Test may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must:

- Regularly push and/or pull patients in a wheelchair.
- The employee is regularly required to stand, sit, and walk and is frequently required to climb or balance; stoop, kneel, crouch, crawl; and taste and smell.
- Utilize both gross and fine motor skills of the upper extremities in providing patient care including regular use of hands to finger, handle or feel, and reaching with hands and arms.

- Specific vision abilities include near and far distances, peripheral vision, depth perception, ability to adjust focus, and ability to determine color differentiations.
- Management reserves the right to randomly test employees for compliance with its drug-free workplace policy.

WORK ENVIRONMENT

The work environment is representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The work environment is frequently hectic with exposure to highly emotional situations.
 - Regular scheduling involves long shifts and regularly scheduled and unscheduled overtime.
 - The employee frequently works in outside weather conditions and is exposed to vibration.
 - The employee occasionally works near moving mechanical parts and in high precarious places and is occasionally exposed to wet or humid conditions, fumes or airborne particles, toxic or caustic chemicals, extreme cold, and risk of electrical shock from cardioversions, blood and body fluids, and associated pathogens.
 - The noise level in the work environment is usually moderate, but may be high at times due to vehicle, highway, and mechanical equipment noise.
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ACKNOWLEDGMENT

I understand that signing this job description does not create a contract of employment, guarantee employment for any definite period of time, or in any way affect my employee-at-will status. I understand that as an employee-at-will I may terminate my employment, or the company may terminate my employment, at any time, with or without cause and with or without notice.

I have read and understand the above, and by my signature acknowledge that I am aware of the responsibilities and qualifications associated with this position.

Printed Name

Date

Signature