



## **Volunteer Intermediate**

Department of Emergency Medical Services – Job Description  
Date of Last Revision: 1/16/2015

### **City of Virginia Beach Organizational Mission & Values**

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

### **Class Summary**

Individual provides skilled emergency and non-emergency services in a variety of areas including emergency medical and rescue operations, advanced medical assistance, directing ambulance and first responders in patient care services, mentoring, training, quality improvement, public education, recruitment, and other duties as required; typically assigned to staff an ambulance, but may also staff quick response non-transport vehicles; Intermediates stand an assigned twelve-hour shift or other assigned work schedule, responding as needed during that shift.

### **Representative Work Functions and Responsibilities**

Maintains control of rescue scenes; assumes role of attendant-in-charge on all advanced life support incidents; effectively determines the nature and extent of illness or injury to a patient; administers medical treatment to and transports sick and injured patients to the most appropriate medical facility; directs supporting personnel as required; effectively communicates with patients, bystanders, and members of the emergency health care team; completes detailed patient care reports; completes evaluations of subordinate personnel; acts as field training officer for basic and advanced emergency medical technicians as assigned; performs basic maintenance of equipment; effectively participates in and contributes to training drills; interacts tactfully and courteously with career and volunteer emergency services personnel; maintains appearance in accordance with department standards; discharges all duties according to city policy, departmental guidelines, and EMS regulations; demonstrates ability to work under high stress conditions; and directs the activities of all personnel on scene in the absence of a formal supervisor.

Safely operates emergency ambulances or other light duty emergency response vehicles.

Follow all emergency medical services regulations, policies and protocols; and ensure compliance with all EMS regulations.

Perform patient care at the Intermediate level.

Interact regularly with citizens, members, allied agencies and potential volunteer recruits.

<p>Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less.</p>
<p><b>Performance Standards</b></p> <p>Competently control rescue scenes and ensure the effective delivery emergency care; effectively perform patient care at the Intermediate level; demonstrate knowledge of EMS practices and procedures; exercise responsibility for department equipment; safely operate vehicles in both emergency and non-emergency situations; direct basic life support providers and first responders in the provision of emergency medical care; effectively mentor basic life support personnel and advanced emergency medical technician students; demonstrate knowledge of City and departmental procedures; maintain positive working relationships with superiors, peers and subordinates; demonstrate a commitment to support and develop volunteer emergency personnel; effectively and clearly communicate both verbally and in writing; and work effectively under the pressure and stress of emergency situations.</p>
<p><b>Minimum Qualifications</b></p> <p>Must be 18 years of age, have a high school diploma or GED.</p> <p>Virginia Intermediate certification; current ACLS certification and completion of an approved Emergency Vehicle Operator’s Course (EVOC).</p> <p>Successful completion of a field training program resulting in release to function as an Intermediate under general supervision, including required sanctioning by the Tidewater Regional EMS Council.</p> <p>Must be eligible to function as an emergency medical vehicle operator in accordance with Virginia Department of Health – EMS Regulations and City/Departmental policy.</p> <p>Must have, or obtain, a current and valid driver’s license.</p>
<p><b>Special Requirements</b></p> <p>This position will require that incumbents wear and maintain appropriate personal protective equipment such as, but not limited to, steel toed shoes, safety glasses, gloves, respirator or other designated safety attire and equipment in designated areas of risk. Specific requirements will be determined and communicated by the employee’s supervisor based on position assigned.</p> <p>This is a safety sensitive position and is subject to mandatory drug testing. Positive drug test results will result in termination.</p>
<p><b>Knowledge-Skills-Abilities Required to Perform Satisfactorily</b></p>
<p>A. Knowledge</p>
<p>1. Knowledge of emergency medical services principles and techniques.</p>
<p>2. Knowledge of laws, regulations and ordinances pertaining to emergency medical services.</p>
<p>3. Knowledge of local medical protocols.</p>
<p>4. Knowledge of local emergency medical response system.</p>
<p>5. Knowledge of the city’s topography, road system and traffic patterns.</p>
<p>6. Knowledge of basic field training techniques.</p>
<p>7. Knowledge of city and department policies and procedures.</p>
<p>B. Skills</p>

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

1. Skill in performing duties required of a Virginia-certified Intermediate.
2. Skill in the use of tools and adjuncts associated with advanced pre-hospital patient care.
3. Skill in operating light duty emergency vehicles, including sedans, sport utility vehicles and ambulances, in emergency conditions.
4. Skill in the preparation of written and electronic medical reports and forms.
5. Skill in dealing with people in a variety of situations.
6. Skill in working side-by-side with both career and volunteer emergency personnel.
7. Skill in managing emergency medical incident scenes.
8. Skill in using independent judgement when making patient care decisions within the scope of local protocols and medical control guidelines.
9. Skill in operating a computer and using City standard software.
C. Abilities
1. Ability to work well with others in a dynamic environment.
2. Ability to establish and maintain cooperative relationships.
3. Ability to work with and support volunteer emergency personnel in the accomplishment of their mission.
4. Ability to work in stressful situations including extreme weather environments.
5. Ability to follow written and oral orders.
6. Ability to direct subordinates.
7. Ability to communicate effectively both orally and in writing.
8. Ability to maintain Virginia EMT-I, ACLS and CPR certifications.
9. Ability to teach and/or participate in training drills.
10. Ability to lift 50 or more pounds.

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