

POSITION DESCRIPTION

Title:	EMT-B Team Lead	Location:	UAE
Department:	Operations	Reports to:	Paramedic/ Operations Manager
Salary:	Salary package	Band:	2
Prepared by:	CAO	Date:	April 2016

Overall Purpose:

The purpose of the EMT-B Team Lead position is to lead a team of EMTs at station/base level, liaising with all stakeholders as required including base commanders and NA operations managers, and to provide administrative services as required, as well as providing services as an EMT-B

Roles and Responsibilities:

EMT-B Team Lead is responsible for:

- Assisting the Manager with developing and refining good working relationships with internal and external stakeholders and escalating any issues as required
- Acting as direct interface between Line Manager and frontline staff on each shift
- Identifying and rectifying issues affecting operational delivery and escalating to the relevant line manager as required
- Tracking, organizing and assisting with the return of equipment left at hospitals
- Assisting the workforce planning department with roster implementation and any immediate staffing issues such as annual leave allocation, sick leave reporting, shift swaps etc
- Assisting with station filing, record keeping and general administrative duties such as staff accommodation allocation, DOH license status, driver's license status etc
- Ensuring all staff adhere to operational policy and procedures including uniform, driving standards, biometrics etc
- Ensuring that 'out of hours' complaints are investigated promptly and providing written reports to relevant managers
- Assisting with the investigation of vehicle accidents/damage and providing a report to relevant line managers and Fleet department
- Liaising with HR and QHSE department regarding accommodation issues and ensuring closure or escalation to line manager as required

EMT-B is responsible for:

- Enhancing the delivery of high quality patient care through leadership and supporting a team of EMT-Bs
- Performing direct illness/injury assessment, providing basic care and assisting EMT's in emergency pre-hospital patient care to the ill and injured prior to and during ambulance transfer, and transfer of information to receiving facility as required

- Maintaining operational and functional readiness of the ambulance unit, including medical and other equipment, to ensure continuum of emergency medical services
- Working closely with the communications dispatcher, paramedics, managers, emergency departments and facilities personnel, the Police, and other individuals, to deliver basic emergency and non-emergency pre-hospital care to patients, and to ensure prompt and efficient transfer of emergency (injured or ill), and non-emergency patients to/from a medical facility
- Responding to calls from the Communications Dispatcher, use appropriate radio skills, read maps, drive the ambulance safely to and from the scene of injury or illness, using the most expeditious route, observing traffic rules and regulations with the goal to locate the patient/s in the shortest response time possible
- Conducting scene size-up and initial assessment, determining nature and extent of illness or injury, performing physical assessment, acquiring a detailed history, establishing priority for required emergency (or non-emergency) care, and rendering appropriate basic care, based on nature, and condition of the patient, in accordance with specified protocol and procedures within clinical scope
- Assisting with lifting, carrying, and transporting patient/s to an ambulance and on to a medical facility, reassuring patient/s and bystanders, avoiding mishandling patient/s and undue haste, and providing additional emergency care as required following protocols and procedures
- Following departmental policies, procedures and objectives, continuous quality improvement objectives, and safety environmental, and/or infection control standards in the performance of duties
- Cleanliness of the ambulance and equipment; to review and restock all medical equipment to ensure completeness and operational readiness at all times, in consultation and collaboration with Paramedics and Managers, and in compliance with safety and infection control rules and regulations.
- Fully documenting, and transferring, patient care information and records as detailed in policies and procedures; completing all checklists and verifying with the manager, and reporting all vehicle and equipment defects, damages, and losses, for immediate action, maintenance, or replacement, as necessary
- Participating in continuing medical education and in-service courses for personal growth and development, and for on-going improvement in knowledge and competence.
- Performing other duties as required

QHSE:

- Engage, understand and participate in Quality Health Safety and Environment (QHSE) Management System Compliance and Improvement

Professional and Academic Expertise

Education: Nursing degree and an Emergency Medical Technician-Basic (EMT-B) course and other relevant qualifications as defined by NA Credentialing Committee and DAH.

Experience: 2 years' experience as an EMT-B, post qualification and registration as an EMT-B

Required Certification/Licensure/Registration

- Certificate of Clinical Practice or current EMT-B Registration
- Meet DOH License requirements
- Valid Driving license

Language Skills:

- **English:** verbal proficiency, reading and writing essential
- **Arabic:** basic conversation an advantage

Computer Skills: Basic computer skills, typing, email

Satisfactory pass of clinical (including DOH accreditation) and cultural induction program

Key Competencies:

- Demonstrate effective communication and interpersonal skills;
- Act professionally at all times
- Ability to work in a culturally diverse environment
- Ability to communicate verbally including via telephone and radio equipment
- Ability to interpret written, oral, and diagnostic form instructions
- Ability to interview patients, family members, and bystanders
- Ability to think critically, use sound judgment in making decisions, and remain calm in stressful situations
- Not be affected by loud noises and flashing lights
- Ability to function efficiently throughout an entire work shift without interruption

Key Relationships

Internal: All NA employees, including operational and administrative staff

External: Patients, Police, facility medical staff and administrators, and clients

Chief Administrative Officer

Change Brief

Version No.	Date	Changes
1	April 2016	New PD
2	July 2019	Replace HAAD by DOH
3	November 2019	Update reporting line Manager, replace supervisor to OPS Manager
4	November 2020	Changes to the Required Certification / Licensure / Registration – Driving License to Valid Driving License

Review & Approval:

(Chief Administrative Officer)