

POSITION DESCRIPTION

Title:	EMT-B Coordinator	Location:	UAE
Department:	Operations	Reports to:	Operations Manager
Prepared by:	CAMO	Date:	January 2015

Overall Purpose:

Registered Healthcare Professional capable of providing basic life support in a pre-hospital environment. The EMT-B Coordinator provides a supporting role to the Operations team, ensuring a high level of operational delivery at all times.

Roles and Responsibilities:

Perform direct illness/injury assessment, provide basic care and assist Paramedics 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.

Maintains operational and functional readiness of ambulance unit, medical and other equipment, to ensure continuum of emergency medical services

The roles and responsibilities of the EMT-B Coordinator:

- Generate weekly operational reports to the Operations Manager using provided form
- Ensure the onsite safe keeping and delivery of all patient documentation and operational timesheets to National Ambulance HQ on a bi-weekly basis
- Ensure medical equipment and consumable storage is maintained to a high standard
- Ensure all event calendar updates are reported promptly and effectively
- Work 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 clients, and to ensure prompt and efficient transfer of emergency (injured or ill), and non-emergency patients to/from a medical facility
- Respond 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, observe traffic ordinances and regulations – with the goal to locate the patient /s in the shortest response time possible
- Conduct scene size-up and an initial assessment, determine nature and extent of illness or injury, perform physical assessment, acquire a detailed history, establish priority for required emergency (or non-emergency) care, and render appropriate basic care, based on nature, and condition of the patient, in accordance with specified protocol and procedure within clinical scope
- Assist in lifting, carrying, and transporting patient/s to an ambulance and on to a medical facility, reassuring patient/s and bystanders, avoiding mishandling patient and undue haste, and to provide additional emergency care following established protocols
- Follow established departmental policies, procedures and objectives, continuous quality improvement objectives, and safety environmental, and/or infection control standards in the performance of duties

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- Clean ambulance and equipment; to review and restock all medical equipment to ensure their completeness and operational readiness at all times, in consultation and collaboration with Paramedics and Manager, and in compliance with safety and infection control regulations and standards.
- Fully document, and transfer, patient care information and records as per established procedures; complete all checklists and verify them with the Manager, and report all vehicle and equipment defects, damages, and losses, for immediate action, maintenance, or replacement, as necessary
- Participate in continuing medical education and in-service courses for personal growth and development, and for on-going improvement in knowledge and competence.
- Perform other duties as required

QHSE & BC:

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

Professional and Academic Requirements

Education: Emergency Medical Technician – Basic (EMT-B) and other relevant qualifications as defined by NA Credentialing Committee and DOH.

Experience: 2 years' experience as an EMT-B or equivalent as defined by the Credentialing Committee, post certification as a fully qualified 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

Internal: All NA employees, including operational and administrative staff

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

Chief Administrative Medical Officer

Change Brief

Version No.	Date	Changes
1.0	January 2015	New Document
2.0	January 2017	Due for review – no changes required
3.0	July 2019	Replace HAAD by DOH
4.0	November 2019	Update reporting line Manager, replace “Supervisor to Manager”
5.0	November 2020	Changes to the Required Certification / Licensure / Registration – Driving License to Valid Driving License
6.0	June 2022	Changed “Chief Administrative Officer” to “Chief Administrative & Medical Officer” Modified as per standard template

Review & Approval:

(Chief Administrative Medical Officer)