



Code: 3423
Family: Health and Human Services
Service: Health and Welfare
Group: Medical and Social Service
Series: Public Health

CLASS TITLE: EMERGENCY MEDICAL TECHNICIAN

CHARACTERISTICS OF THE CLASS

Under supervision, the class provides basic medical care and services as part of a field team dedicated to responding to mental health crisis and substance use overdose, and performs related duties as required.

ESSENTIAL DUTIES

- Responds in collaboration with other team members to 911 calls and other crisis lifelines with an identified behavioral component
- Performs patient care medical assessments to persons experiencing a crisis or problem related to unmet mental health, substance use, physical health, or social service needs
- Provides crisis assessment, crisis intervention, de-escalation, safety planning, referrals, and linkage to care services for residents
- Inspects van for proper operation, ensures supplies and equipment are stocked and in good working order and drives vehicle throughout the day responding to various calls
- Assesses vital signs (e.g., blood pressure, heart rate, respirations, pulse oximetry, etc.)
- Provides basic prehospital medical care to patients by stabilizing emergencies (e.g., respiratory, cardiac, or trauma incidents, etc.)
- Utilizes routine medical equipment and supplies (e.g., first aid supplies, defibrillators, blood pressure cuffs, etc.) to provide care to patients in an emergency or crisis situation
- Utilizes a patient-centered approach to care and understands social circumstances that impact patient presentations
- Collaborates with and assists team members to coordinate proper patient resources
- Monitors and ensures patient safety
- Transports patients to medical facilities, including alternate destinations and Emergency Departments, for further stabilization
- Prepares notes and documentation on medical services provided to patients consistent with department, Region 11, and City of Chicago standards
- Participates in team/department meetings, in-services, and case coordination sessions

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- High School Diploma or GED Certification

Licensure, Certification, or Other Qualifications

- Current certification as an Emergency Medical Technician
- 18 years of age or older
- A valid State of Illinois Driver's License

- Current Cardiopulmonary Resuscitation (CPR) Certification

WORKING CONDITIONS

- Operates out of a vehicle when out in the field
- General office environment
- Ability to work flexible and on-call hours may be required. Hours can change depending on program needs
- Possible exposure to infectious waste

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, calculator)
- Computers and peripheral equipment (e.g., personal computer, hand-held computer)
- Emergency Medical Service equipment and supplies (e.g., defibrillator, blood pressure cuff, first aid supplies, etc.)
- Communication equipment (e.g., two-way radio, dispatch equipment)

PHYSICAL REQUIREMENTS

- Ability to walk and stand for extended period of time
- Ability to bend, kneel, crouch and move one's hands/arms to grasp or manipulate objects
- Some lifting (up to 25 pounds) is required

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Good knowledge of:

- *basic emergency and prehospital care training acquired through EMT training
- *EMT scope of practice including Region 11 EMS protocols, policies, and procedures
- *applicable emergency medical equipment, instruments, materials, and supplies

Some knowledge of:

- applicable computer hardware and software technology
- report preparation methods, practices, and procedures
- geographical locations within the City of Chicago

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *ACTIVE LEARNING – Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *SERVICE ORIENTATION – Actively look for ways to help people
- *PERSUASION – Persuade others to change their minds or behavior

Abilities

- *COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- *SPEAK - Communicate information and ideas in speaking so others will understand
- *COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- *WRITE - Communicate information and ideas in writing so others will understand
- *RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- *MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- *REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- PERSISTENCE - Persist in the face of obstacles on the job
- SELF CONTROL – Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
March, 2024