

**NORTHERN CHEYENNE TRIBE
BOARD OF HEALTH**

POSITION: EMS Dispatcher

SALARY: \$14.04

DEPARTMENT: Northern Cheyenne Ambulance Service

ACCOUNTABLE TO: EMT Shift Supervisor

OPENING DATE: June 15, 2022

CLOSING DATE: **Open Until Filled**

How To Apply: Submit a completed application, **RESUME** (3) current (within 1 year) letters of recommendations (one must be past/present employer, Tribal certification or Tribal I.D. (if claiming Tribal preference) a DD214 (if claiming Veteran's preference) and certified college transcripts to: Northern Cheyenne Tribe, attn. Human Resources Office, P.O. Box 128, Little Wolf Capitol Building, Lame Deer, Mt. 59043

Submit the required documents to the Human Resources Office located at the Little Wolf Capitol Building at the Security Desk, or mail to the Northern Cheyenne Human Resources Department at P.O. Box 128, Lame Deer, Montana 59043, or you can call (406) 477-4825 to email of fax.

**ONLY COMPLETE APPLICATIONS WILL BE CONSIDERED
(applicant will be notified of any missing documents)**

SUMMARY OF WORK:

Under general direction performs radio and telephone communications, to ensure proper care and transport of the sick/injured on or near the Northern Cheyenne Reservation.

QUALIFICATIONS: To include: Education, Experience; License; Certifications

1. High School Diploma, or Equivalent
2. Recent EMS dispatch experience.
3. Current AHA Heart Saver First Aid with CPR certification.
4. Valid motor vehicle operators license, and must be insurable under the Northern Cheyenne Tribes vehicle insurance policy.
5. HAZ MAT awareness certificate, or obtain within 6 months of employment.

REQUIREMENTS:

1. Demonstrated evidence of proficiency in the required EMD skills. **Must** have thorough current knowledge of Emergency Medical Dispatch protocols; two-way radio operations; Federal Communications Commission rules and regulations; Ten codes; and EMS resources available in the service area and how to access them.
2. **Must** have the ability to coordinate EMS resources in the event of a disaster, or EMS calls to several different locations at one time.

3. **Must** have the ability to establish and maintain effective working relations with fellow employees, clinic/hospital staff, fire, police departments, rescue squads, management, QRU services, neighboring ambulance services, and the general public.
4. **Must** have excellent verbal and written communication skills.
5. **Must** be able to handle conflict situations, using calming techniques, and good judgment, professionalism and courtesy.
6. **Must** have a working knowledge of the physical layout, streets, and demographics of the response/coverage area of the Northern Cheyenne Ambulance Service.
7. Adheres to strict standards of confidentiality, following the Privacy Act, Confidentiality, and HIPPA Standards.
8. Adheres to the personnel, financial, travel, drug and alcohol, property, and purchasing policy manuals of the Northern Cheyenne Tribe.
9. Adheres to the In-house policies of the Northern Cheyenne Ambulance Services, and policies of the Northern Cheyenne Tribal Board of Health Department.
10. **Required** to work weekends, and holidays as scheduled.

DUTIES AND RESPONSIBILITIES:

CLINICAL:

1. Maintains personal knowledge and skills in order to deliver optimum patient care as an EMD role model for other emergency dispatch personnel.
2. Receive and process all incoming phone and radio calls, obtaining and recording information verifying location, call back number, chief compliant, or incident, number of patients, approximate age, status of level of consciousness, status of breathing, hazards the crew may encounter at the scene.
3. On request of caller-provides appropriate instructions regarding what to do (or what not to do) prior to the arrival of responding ambulance crew.
4. Documents telephone calls, and ambulance calls, and all service reports in a timely fashion, documentation shall be legible and accurate. All patient trip reports shall be collected by dispatcher after each ambulance run and attached to dispatch log, submit all reports to shift supervisor at end off shift.
5. Supervises the performance of EMD trainees and other observers in dispatch of ambulance calls, and the daily functions of the dispatch office.
6. In emergent/disaster type situations may be called upon to respond by ambulance or GSA passenger vehicle to assist with patient care and handling. **Will** adhere to EMT driver attendant duties during this time.
 - a. Safely operates GSA/EMS vehicles in accordance with the current motor vehicle laws and GSA motor vehicle policies.
 - b. Drives in all types of weather.
 - c. Transports patients by ambulance to outside medical facilities as requested by shift supervisor, or IHS medical staff (doctor).
7. Maintains the EMS building and its contents. Maintains documentation of the same.
8. Participates actively in program QA/meetings.
9. Maintains radio equipment, dispatch office, and living quarters in a state of readiness twenty-four (24) hours a day, seven days a week.
10. When approved and requested, participating in the training and evaluation of student EMD'S.

11. Shall be punctual, in uniform, and ready for their shift.
12. To act at all times in a professional manner and shall be able to handle conflict situations with good judgment.
13. Shall follow the N. C. Ambulance/Tribal Health chain of command.

EDUCATIONAL:

1. Provides for ongoing personal growth in EMC/BLS through education and maintenance of First Aid and CPR certification.
2. Maintains functional awareness of all national, state and local EMD/EMS guidelines/protocols.
3. Documents all activities in an acceptable manner.
4. **Must** possess basic teaching skills.
5. Develop a plan for maintaining own professional growth and development.
6. Maintain a high level of competency within the staff.

PUBLIC RELATIONS:

1. Participates actively in public awareness and community education programs related to the Northern Cheyenne EMS/Tribal Health Programs.
2. Maintains professional appearance of the approved uniform and maintains hygienic and grooming standards.
3. Works on special projects as delegated by the shift supervisor or program supervisor.

PHYSICAL DEMANDS:

1. **Must** be in excellent physical health with no medical disabilities that would impair your duties as an Emergency Medical Dispatcher.
2. **Will** drive/operate motor vehicles and work in all types of weather and terrain, as needed in emergency situations.
3. Work with present considerable hazards, i.e., communicable diseases, explosions, hazardous chemical spills, violent patients, potential fire risks, and severe weather conditions.