

COMMUNITY HEALTH MEDICAL RESPONDER

FLSA Status: Covered

Union Representation: Portland Fire Fighters Association (PFFA)

CLASSIFICATION SUMMARY

Reports to a Manager or other management-level position. Under general direction the Community Health Medical Responder uses an array of equipment to provide medical interventions to adults, children and infants based on assessment findings. This position is dispatched to low acuity 911 calls that present no criminal intent, fire, or medical emergency.

DISTINGUISHING CHARACTERISTICS

The Community Health Medical Responder is distinguished from Mental Health Crisis Responder I and II in that the latter provide crisis intervention, information and referral, and brief supportive counseling to patients who are in emotional distress and/or seeking information on available mental health services, and the former provides medical interventions and assessments.

The Community Health Medical Responder is distinguished from the Fire Fighter Trainee and Fire Fighter Specialist in that the latter engage in fire suppression activities and are dispatched to high acuity 911 calls and the former is dispatched to low acuity 911 calls to provide medical assessments and interventions.

ESSENTIAL FUNCTIONS

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties as assigned.

General Duties:

1. Comply with established protocols related to care provided on scene of an incident.
2. Conduct physical assessments and Social and Behavioral determinates of health assessments (S&BDOH).
3. Render medical care to adults, children and infants based on assessment findings, including but not limited to opening and maintaining an airway; ventilating patients; administering cardiopulmonary resuscitation; providing emergency medical care of simple and multiple system trauma such as: controlling hemorrhage, bandaging wounds, and manually stabilizing injured extremities.
4. Appropriately use medical equipment such as airway equipment/airway bag, splints, bandages, and medications in rendering proper emergency medical treatment of patients.
5. Comply with regulations on the handling of the deceased and protection of property and evidence at the scene, while awaiting additional Emergency Medical Services resources.
6. Provide crisis intervention to patients who are in physical and/or emotional distress.
7. Determine if the scene is safe, assess the need for and request assistance, identify the mechanism of injury or nature of illness, and total number of patients.

8. Determine if additional assistance is required at the scene, including transport to a hospital or other medical facility, and secure and coordinate resources.
9. Discern deviations/changes in eye/skin coloration due to patient's condition and to the treatment given and take appropriate action.
10. Communicate effectively with empathy and compassion to interview patients, their family members, bystanders, other service agency members, and facility staff.
11. Accurately and appropriately document all medical care and assessments, patient encounters, and outcomes in a timely manner as required by rules, regulations, and protocols.
12. Provide professional assessment, consultation and coordination with medical professionals and service providers on the scene and in other care settings.
13. Participate in program meetings and relevant local and regional trainings.
14. Perform other related duties as assigned.

Specific Duties:

In addition to the General Duties, the incumbent may perform a combination of some or all of the following duties specific to the position.

1. Under general direction, and in partnership with a Mental Health Crisis Responder, operate on a two-person multi-disciplinary team to provide crisis intervention and first aid as part of the Portland Street Response program.
2. Under the oversight of the Community Health Nurse Manager, operate as part of a multidisciplinary team to render medical care to adults, children and infants based on assessment findings in the pre-hospital care setting as part of the Community Health Assess and Treat (CHAT) program.

SUPERVISION RECEIVED AND EXERCISED

The work of this class is performed under general direction and oversight by a Manager or other management-level position.

This classification has no supervisory responsibilities.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Knowledge and understanding of privacy rules and laws, mandatory reporting, and legal responsibilities to patients and the community, and other related laws, rules, and regulations including HIPAA, City of Portland Policies and Procedures.
2. Knowledge and understanding of cultural differences, especially as they relate to race, sexual orientation, gender-equality, socio-economic status, and their intersections.
3. Basic understanding of medical-legal principles.
4. Basic understanding of stress response and methods to ensure personal well-being.
5. Basic understanding of body substance isolation.
6. Skilled in engaging patients and others in effectively reducing or eliminating risks identified.
7. Ability to function within the scope of care as defined by state, regional, and local regulatory agencies.
8. Ability to utilize the 911 dispatch radio and CAD system.
9. Ability to convey information to patients clearly, accurately, and completely.
10. Ability to present a courteous, empathic, and professional manner.

11. Ability to work effectively and collaboratively in multi/intra disciplinary settings with other first responders, and health and community agencies.
12. Ability to observe and recognize reactivity by patients and to effectively respond and mitigate these issues when they emerge.
13. Ability to simultaneously talk, type data into an electronic record, and look at various screens to locate patient information.
14. Ability to seek support when resolving ethical dilemmas.
15. Ability to adhere to program policies and procedures.

MINIMUM QUALIFICATIONS REQUIRED

Special Requirements and/or Qualifications:

Possession of the following certifications required at time of hire:

- Emergency Medical Technician (EMT) Certificate in good standing issued by Oregon Health Authority (OHA)
- Valid Driver's License

Experience: Two (2) years of experience, paid or volunteer, in emergency medical response.

Note: Any combination of education and experience that is equivalent to the above minimum qualifications is acceptable.

Preferred Qualifications: Bi-lingual fluency

Bargaining Unit: Portland Fire Fighters Association (PFFA)

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HISTORY

Established: September 29, 2021

Revision Dates:

12/17/2021 – Updated to union representation per LOA

Moved to represented pay scale per LOA

8/17/2023 – Updated Classification name from Community Health Medic to Community Health Medical Responder and added the requirement of a valid drivers license