

## 39.27 Wheelchair Van Operator

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**Position: Wheelchair Van Operator**

**Date: January 5, 2021**

**Reports to: Convalescent Division Chief**

**Entry Level Pay: Per current standard.**

**Analyst: Convalescent Division Chief**

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### **CHARACTERISTICS OF THE CLASS:**

The employee is responsible for responding to calls for transportation services for individuals with decreased mobility related to their medical condition(s). The employee provides appropriate and safe transportation to and from the individual's residence and various healthcare facilities while adhering to all applicable local, state, and federal laws as well as the organization's policies, procedures, and general orders. The employee is responsible for ensuring their assigned vehicle meets the operational standards and requirements set forth by the organization and other governing agencies. At times, the employee will be required to assist their passengers during the loading and offloading process as well as entering and exiting the passenger's residence and will be expected to do so in a safe and secure manner following organizational policies and procedures. The employee may be required to administer first aid/CPR to their passengers or others if the situation arises.

### **EXAMPLES OF DUTIES:**

- The Wheelchair Van Operator shall make a quick, safe, and efficient response to the pickup address after they are assigned to the transport.
- The Wheelchair Van Operator shall assist their passengers during the loading and offloading process as needed, including the processes of entering and exiting the passenger's residence, and with moving to and from the passenger's wheelchair.
- The Wheelchair Van Operator shall provide medical care as needed to the extent allowed by their scope of practice and the organization's policies, procedures, and protocols.
- The employee shall be courteous and respectful to all persons they encounter. Employees will be expected to maintain a professional demeanor at any time they are in public, both on and off-duty.
- Employees are expected to be familiar with their vehicle and all of the equipment assigned to it. The vehicle and equipment will be checked and cleaned at the beginning of each shift. All missing and/or damaged equipment will be noted on the daily check-off sheet and reported to the appropriate personnel for repair and/or replacement. All used supplies will be replaced as soon as possible to maintain the minimum required quantities. All dated supplies must be used and/or replaced prior to the expiration date. Maintaining the equipment on the unit and its cleanliness is an ongoing daily responsibility.
- All employees are expected to maintain familiarity with their response area to provide the most efficient response and transport.
- All employees are expected to maintain extensive knowledge of the WC/JC EMS Employee Handbook/Protocol Manual.
- Employees will submit a trip report in its most complete form for every dispatched call. Reports are to be complete with all required information and forms and properly secured. Employees are required to be mindful of the confidentiality of patient information at all times.
- Employees are responsible for maintaining all required certifications related to their position's requirements.

- All employees are required to wear the authorized uniform, maintaining a neat, professional appearance along with good personal hygiene while on duty. Other personal protective devices, such as gloves, masks, gowns, etc., are to be worn in accordance with company policy and OSHA requirements.
- Performs other related job duties as assigned.

The Job duties illustrated are intended only as examples of the type work performed by employees/volunteers assigned to the classification. Omission of specific duties does not exclude them from a position if the duties are similar, related, or a logical assignment to the position. Duties that are not normally performed by the classification may be occasionally or temporarily assigned based on departmental needs.

## **REQUIREMENTS:**

### **A. Training and Experience**

Operators must be at least eighteen (18) years of age, high school education or GED equivalent, and hold a valid Tennessee driver's license with F endorsement or commercial driver's license. Medical training of first aid or greater and CPR preferred.

Must possess a driving record that meets the following conditions:

- No major moving violations within 10 years.
- No reckless driving, leaving the scene of an accident, fatality, or felony with auto within 36 months.
- No more than 2 minor traffic violations within 12 months (i.e. speeding, failure to stop, etc.).
- No more than 1 at fault accident resulting in injury or property damage in 36 months.
- Not have a combination of conviction of 1 at fault accident and 1 unrelated minor moving violations within 36 months.

### **B. Knowledge, Abilities, and Skills**

Operators must be customer service oriented with a desire to serve the public. Operators will be required to obtain CPR and First Aid certification. Operators must have basic computer skills and be able to operate mobile data devices and/or laptops.

## **LANGUAGE SKILLS:**

Ability to read and comprehend instructions, short correspondence and memos, ability to effectively present information in a one-on-one setting to customers and fellow employees.

## **MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure using whole numbers.

## **REASONING ABILITY:**

The ability to apply common sense, understanding to carry out instructions furnished in a written or oral form, the ability to deal with problems involving several concrete variables in or from standardized situations, and the ability to demonstrate initiative to apply one's self toward accomplishing expected company policies and procedures.

**ATTITUDE:**

Employees will be expected to act in a manner that would convey a congenial work environment—avoiding anger, violence, belligerence, harassment, nonchalance, controversy, or any other “reasonable” activity considered by management to be counterproductive. No adversarial employee or customer relations.

**PDC LEVEL:**

Very heavy due to occasionally having to lift over 100 lbs.

**PHYSICAL DEMANDS: To be completed after occupational health analysis.**

**WORK SCHEDULE:** 12 hour shifts. 3 on, 1 off, 3 on, 7 off.

**Meals:** Employees eat when they can

**ENVIRONMENTAL FACTORS:**

1. Weather: heat, cold, rain, snow
2. Body fluids
3. Chemicals, gasses