

STANDARD OPERATING PROCEDURE



Lieutenant

Department: Operations

SOP#131

Applicable to: All Staff

Effective Date: 6 Nov 2020

2 Pages

Authority: Chief Of Operations

Applicable CAAS Standard: 101.02.03 - Job Descriptions

Revised Effective Date:

Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the position of Brighton Volunteer Ambulance (BVA) regarding the job description of a Lieutenant.

Scope:

The scope of this document applies to staff members holding the role of Lieutenant.

Guideline:

Position Title:	Lieutenant
Supervised By:	Corresponding Operations Officer as assigned
Supervises:	1-16 Staff Members
Status:	Hourly, Non-Exempt Employee
Schedule:	Full Time, variable as set by the Deputy Chief

1. Specific Duties related to Lieutenant Role
 - 1.1. The role of the Lieutenant is to support specific operations points of of their corresponding officer
 - 1.2. Complete specific assignments and other duties as assigned
 - 1.3. Roles and assignments may include, but are not limited to:
 - 1.3.1. Logistics
 - 1.3.2. Public Information
 - 1.3.3. Fleet Services
 - 1.3.4. Facility Services
 - 1.3.5. Health & Safety
 - 1.4. Any expectations not specifically called out will be provided by a superior officer in writing
 - 1.5. Will adjust schedule as needed to meet the needs of the agency
2. Duties in Absence of Ranking Officer
 - 2.1. If scheduled as the Supervisor, follow SOG 197 - Shift Supervisor
 - 2.2. Serve as a secondary point of contact for Operations issues on shift.
 - 2.3. Act as a resource to duty crews, answering questions and providing conflict resolution.
 - 2.4. Provide feedback, oversight, spot-correction, counseling, and discipline as necessary.
 - 2.5. Perform initial incident and injury investigations including staff injury, company auto or property damage, personnel issues, etc, completing required incident report documentation and advancing it through the chain of command.
 - 2.6. Provide initial response to customer complaints and document the issues and/or concerns on the appropriate form, and either resolve the issue or advance it through the chain of command.
 - 2.7. Function as Incident Commander when appropriate in the absence of a Senior Operations Officer, either till relieved or when delegated as such.
 - 2.8. Be an advocate for staff members regarding workplace issues and practices.
 - 2.9. Motivate all personnel to comply with current and new programs and initiatives.

This document supersedes any documents on the topic dated prior to the effective date noted above.

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- 2.10. Foster an environment of exceptional morale and professionalism while providing for ongoing personal and professional development.
- 2.11. Be reachable via cell, email, and text message to allow better communication of information when not on agency property.
- 2.12. Stay at work until the work is done.
- 2.13. Accept recall due to emergent situations.
3. Traits and Qualities:
 - 3.1. Be a team player. Captains must work with all types, and motivate team members to complete assignments and provide the best service possible.
 - 3.2. Be flexible. Schedules may vary, including potential for inexact shift end times.
 - 3.3. Be able to listen, and effectively communicate ideas and information.
 - 3.4. Be able to handle a number of complex, stressful situations simultaneously.
 - 3.5. Communicate with patients, employees, and community in general with empathy and respect, while maintaining working relationships with all levels of personnel within the medical community.
 - 3.6. Able to work independently with minimal supervision for assigned tasks.
4. Education and Experience:
 - 4.1. Current NYS EMT certification, or reciprocity to, with clean QA Record.
 - 4.2. Minimum five (2) years EMS experience
 - 4.3. This is an entry level position. While no formal management experience is specified, demonstrated quality in the management of tasks and superb organization is highly desirable
 - 4.4. NIMS qualified to current standards.
5. Necessary Knowledge:
 - 5.1. Working knowledge of NYS Article 30, Part 80, Part 800, and DOH Policy Statements
 - 5.2. Working knowledge of the NYS DOH Protocols, policy statements, and advisories.
 - 5.3. Working knowledge of MLREMS protocols, policy statements, and advisories.
 - 5.4. Strong written and oral communication skills.
 - 5.5. Strong Computer Skills.
6. Physical Demands:
 - 6.1. Must physically achieve the functional description of an EMT / AEMT, as per NYS DOH Policy Statement 00-10.
7. Disclaimer:
 - 7.1. The Chief, on recommendation of the Deputy Chief, Assistant Chief - Clinical, and/or Assistant Chief -Training, reserves the right to waive any of the minimum qualifications set forth above and consider any other qualifications or combination of qualifications that, in the Chief's opinion, will serve as an adequate substitute for those minimum qualifications.

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