



Gavin Newsom  
Mayor

Micki Callahan  
Human Resources Director

**NOTICE OF FINAL ACTION TAKEN BY THE  
HUMAN RESOURCES DIRECTOR**

Date: February 4, 2011

Re: **Notice of Proposed Classification Actions –Final Notice No. 36 FY 2010/2011 (copy attached)**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective February 4, 2011.

Micki Callahan  
Human Resources Director

by:

A handwritten signature in black ink, appearing to be "Steve Ponder", written over a horizontal line.

Steve Ponder  
Classification and Compensation Manager  
Human Resources

cc: All Employee Organizations  
All Departmental Personnel Officers  
Micki Callahan, DHR  
Martin Gran, DHR  
Carmela Villasica, DHR  
Linda Cosico, DHR  
Christina Fong, DHR  
Rich David, DHR  
Anita Sanchez, CSC  
Debra Nebreda, CON  
Tinhha Luong, CON  
Maria Newport, SFERS  
Clare Leung, MTA  
RAS Team Leader(s)  
DHR Support Services  
E-File

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY  
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Rule 109. In the absence of requests to meet addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

**Posting No:** 36  
**Fiscal Year:** 2010/2011  
**Posted Date:** January 28, 2011

***RETITLE AND AMEND THE FOLLOWING JOB SPECIFICATION(S):  
(Final job specification attached.)***

<b>Item #</b>	<b>DEPT</b>	<b>From</b>	<b>Class/Title</b>	<b>To</b>
1	FIR	H 30 Captain, (Fire Department)		H 30 Captain, Fire Suppression

***AMEND THE FOLLOWING JOB SPECIFICATION(S):  
(Final job specification attached.)***

<b>Item #</b>	<b>DEPT</b>	<b>Class/Title</b>
2	FIR	H 33 Captain, Emergency Medical Services

**For additional information regarding the above proposed action, please contact Carmela Villasica at (415) 557-4928 or-email her at Carmela.Villasica@sfgov.org.**

Requests to meet on an item should be addressed to the Human Resources Director, 1 South Van Ness, 4th Floor, San Francisco, CA 94103. All requests must be received in writing no later than close of business seven (7) calendar days from the posting date. FAX'd copies will be accepted as timely with original to follow. Copies of this notice may be obtained from the Information Center, 1 South Van Ness, 4th Floor or from DHR's website at:  
<http://sfdhr.org/index.aspx?page=109>

**cc:** All Employee Organizations  
All Departmental Personnel Officers  
Anita Sanchez, CSC  
Christina Fong, DHR  
Carmela Villasica, DHR  
Linda Cosico, DHR  
RAS Team Leader(s)  
DHR Support Services  
Martin Gran, DHR  
Steve Ponder, DHR  
Maria Newport, SFERS  
Clare Leung, MTA  
Suzanne Wong, MTA  
File

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: CAPTAIN, FIRE SUPPRESSION  
Job Code: H30**

**INTRODUCTION**

Under general direction from higher-ranking officers in the Department, the H-30 Captain is a working supervisor who commands a firefighting company (encompassing all crew shifts) in the performance of emergency and non-emergency tasks. Emergency tasks include those associated with receipt of an alarm, arrival at the scene, size-up, search and rescue, fire extinguishing, ventilation, salvage, overhaul, and emergency medical care. In the absence of a senior officer, a captain directs and ensures the efficiency of multi-unit operations. Non-emergency tasks include those associated with developing and administering station policy, ensuring compliance with departmental policy, completing and maintaining unit records and reports, training, and community relations. A captain may also be required to perform other duties as assigned.

**DISTINGUISHING FEATURES**

An H-30 Captain is distinguished from an H-32 Captain in Fire Prevention and Investigation and an H-33 Captain in Emergency Medical Services in that the latter do not supervise crews engaged in fire suppression work. An H-30 Captain is distinguished from an H-20 Lieutenant, Fire Suppression in that the H-20 is not responsible for developing station policy. An H-30 Captain is distinguished from an H-40 Battalion Chief in that the latter oversees several stations in a battalion, has broader command authority at emergency incidents, and is assigned to investigations.

**SUPERVISION EXERCISED:** Direct supervision of a crew of firefighters.

**MAJOR, IMPORTANT, AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 309, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. In preparing for tour of duty: Reads journal and other written communications to determine what activities were conducted on prior tours in order to determine if schedules and policies are being followed and/or if something needs to be discussed with others; Confers with off-going officer and crew to obtain information about previous tour; Monitors communication systems (radio, telephone, CAD) for information to determine status of emergency activities in the city; Notifies Battalion Chief in district if there is a personnel shortage and/or no shows; Checks projections for the day at beginning of tour and conducts roll call to determine that appropriate personnel are on duty; Communicates via Mobile Data Terminal (MDT) with the communications center when going out of service or there is a change in Basic Life Support (BLS)/Advanced Life Support (ALS) status; Verbally informs firefighters and lieutenants about changes in practices, policy, procedures, daily activities, or other information; Plans daily schedule of station duties in the firehouse; Delegates duties to other officers or firefighters when Captain will be out of the station; Assigns station watches such as cooking, cleaning, and building and equipment maintenance; Assigns positions on trucks and engines to firefighters; Notifies Battalion Chief of changes or shortages of personnel that occur during the day, and of any unusual circumstances that could affect the operations of the company; Monitors email and CAD in station throughout the watch/day; etc.
2. In performing tasks from receipt of alarm to arrival at scene: Reads dispatch describing

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alarm in order to determine the nature of the alarm; Informs communications center via MDT, when unit is Apparatus Available On Radio (AOR), that unit is responding to the incident; Puts on Personal Protective Equipment (PPE) and officer's equipment (officer's belt, radio) in response to alarm; Observes firefighters, on receipt of alarm, to verify that they have donned protective clothing and seat-belted themselves into vehicle to prepare for departure; Confers with driver about route to be followed, so as to avoid delays that might be caused by obstructions such as traffic jams or construction, and taking into account routes to be taken by other equipment to avoid conflict with them; Listens to radio while responding to scene to learn of conditions on scene and to plan what positions and actions should be taken by his or her crew and apparatus; Announces to the crew (verbally or using visual signals) information relevant to the company's response so that the crew is better prepared to handle the incident, while en route to scene; Instructs firefighters of equipment needed upon arrival, while en route to scene; Plans actions and options while en route to incident so as to be ready to size up the situation and to take action on arrival; Reports to communications center via radio that unit is on the scene when first on scene, all other units report on scene via MDT; Attends to visual and olfactory cues while approaching emergency in order to prepare response to or action at scene; Instructs driver to position pumper so that there is access to the fire and/or to water supply, and so as not to interfere with later-arriving equipment; Instructs driver to position truck for use of hand and aerial ladders, paying special attention to overhead obstructions, such as power lines, in positioning the vehicle; Notifies communications center of problems encountered (e.g., accident or breakdown) on way to scene; Upon arrival at emergency incidents, gives initial radio report to the communications center. When second or third to arrive, coordinates with Incident Commander whether other leads are needed, where to enter, and/or whether to relieve; Receives and carries out orders from Incident Commander; Understands oral instructions or oral information from superiors, subordinates, and peers at emergency incidents; etc.

3. In performing tasks related to incident size-up, tactics and incident command: Sizes up fire by observing extent and location of smoke and flames, noting wind, type and contents of building or object that is on fire, and exposure potential of adjacent structures to determine additional support personnel and/or equipment needed at emergency site; Informs communications center of conditions of fire and need for additional resources; Asks questions, observes behavior of occupants, and evaluates characteristics of smoke, fire, and heat to determine probable seat of fire; Assesses conditions inside facility, such as condition of building, characteristics of smoke, heat, and fire, paths of extension, and means of egress, in order to ensure safety for companies working inside; Assesses heat, smoke, and flames to determine potential for fire to spread and whether a greater alarm is needed; Assesses scene to determine if the area is unsafe and if actions such as area evacuation, traffic re-routing, and crowd control procedures should be taken; Assesses the extent of the fire and emergency, and the resources available, to determine whether other agencies (e.g., SFPD, PG&E) are needed; Assesses time of day, wind conditions, crowd situation, and other such factors to determine degree of hazard and its potential extension; Evaluates conditions of fire scene to determine type of extinguisher (water, carbon dioxide, dry chemical) or extinguishing agent to use (foam); Instructs crew on how and where to enter fire scene; Instructs crew on what equipment to bring; Ensures driver has an adequate water supply, based on an evaluation of fire

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characteristics, type of building, and input available from witnesses or communications center; Directs driver regarding hydrant and hose connections to make; Directs crew where to lay and deploy hoses to extinguish fire or protect exposures; Instructs crew on amount, size, and placement of hoses needed; Directs crew to turn off utility shut-off valves, when necessary; Directs crew to charge hose when it is in the proper position; Directs crew regarding where to direct water and when to advance hoses to extinguish fire; Instructs crew on size of ladders needed, and where to position ladders; Directs crew on what to do after fire escape has been laddered; Directs driver and tiller operator on what actions to take after aerial is put up; Directs crew to assist others in their tasks such as putting up ladders, opening up walls, extinguishing fire, or pulling leads; Orders or checks for proper placement of company rig and equipment to ensure that they can address emergency; Questions citizens on scene about special circumstances (e.g., unusual color of smoke) to determine action to be taken; As Incident Commander, directs officers and crews on what actions they should take to address the situation; Informs Incident Commander when electricity and gas need to be turned off to maintain safety of fire scene; Exchanges information with other responding units and resources (e.g., SFPD, cliff rescue unit) in order to direct and coordinate the activities of the units; Receives information via radio from officers inside the building in order to direct activity of other responding companies and to assess safety conditions within the building; Communicates verbally with members of the fire unit to keep them informed of activities that might affect them next in the sequence of firefighting activities; Monitors physical condition of personnel (e.g., fatigue, steadiness) in order to determine if or when replacement personnel are needed; Offers support to subordinates and peers at the scene of emergency incidents; etc.

4. In performing tasks related to responding to hazardous material incidents: Determines the nature of a potential hazard from reading labels or consulting reference books; Refers to guidebook when dealing with unknown substance and/or potential hazardous material to determine next steps; Establishes isolation zones after evaluation of the scene and determining that there is a hazardous situation; Decides whether to actively handle materials at the scene or retreat; Orders evacuation of area surrounding material to prevent toxic exposure; Re-routes traffic around spill site to prevent toxic exposure to motorists; Establishes adequate crowd control to keep site clear and prevent toxic exposure; Orders pollution control unit/other resources to assist in containing hazard; Instructs crew and public regarding the safe distance to be from hazardous materials; Calls communications center for Hazardous Materials (HAZMAT) unit to respond with information and recommended procedure in dealing with hazardous materials; Instructs crew about what protective gear to wear at the scene of a hazardous materials spill; Directs containment of hazard by ordering sand, dirt, or other such material to be placed on or near hazard; etc.
5. In performing search and rescue activities: Evaluates conditions to determine if they are safe for firefighters to proceed with rescue (e.g., conditions of fire, tides and currents, if equipment needed is available, etc.); Evaluates nature of fire and degree of spread to determine if victims should be relocated to a safe area or evacuated; Determines priority in rescue of victims when multiple victims are involved; Gathers information from various sources at emergency scene (e.g., communications center or witnesses) regarding location of victims and special circumstances; Questions the company or building

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engineer in order to obtain information concerning the operation of the elevator and to make decisions on how to rescue trapped individuals; Communicates with trapped victims to calm and reassure them during emergency and hazardous situations until they can be rescued; Evaluates the conditions of victims and determines the type of help needed; Communicates via radio with other officers or units on scene in order to coordinate efforts to rescue victims; Requests through Incident Commander additional assistance of special units; Directs firefighters in how to rescue victims, what equipment to use, and where to use the equipment; Directs firefighters on how to affect a forced entry, what equipment to use, and where to use the equipment; Assists firefighters in carrying out rescue activities; etc.

6. In performing ventilation, salvage, and overhaul activities: Confers with Incident Commander regarding proposed ventilation tactics; Evaluates condition and type of roof to determine whether roof is safe to support the weight of the firefighters and their equipment; Evaluates conditions of fire, smoke, heat, wind, etc., and type of dwelling, to determine where, when, and how building should be ventilated to retard the spread of fire and to avoid back-draft; Directs crew to ladder building (truck, aerial) to gain access to upper floors and roof for purposes of ventilation; Directs crew which specific tools and equipment to use and where to ventilate; Directs crew to place fans in order to ventilate a structure; Directs crew to shut off sprinkler system to prevent excessive damage to property; Directs crew where to open walls, pull ceilings, and other such actions to check for fire extension; Directs crew to pull down ceilings or to open walls to facilitate inspection to locate remaining fire or hot spots; Directs crew to remove furniture, appliances, material, etc., to outside to eliminate possibility of rekindle; Visually inspects premises closely to determine if fire has been extinguished and that it will not rekindle; Directs crew to replace sprinkler heads in order to ensure that sprinkler system functions properly; etc.
  
7. In performing first aid-related activities: Responds to a wide variety of first aid incidents including stabbings, shootings, seizures, etc; Carries out first aid at emergency situations including resuscitation and CPR; Carries out the appropriate safety precautions at first aid incidents in order to prevent exposure to body fluids and infectious diseases; Observes that firefighters are wearing appropriate protective equipment when administering first aid; Ensures that proper medical equipment is brought to site of medical emergency; Gathers information as to the condition of a first aid victim in order to provide as much information as possible for the use of paramedics; Analyzes first aid scene to determine what safety procedures need to be implemented to protect the fire crew; Reports condition of victim to communications center so that they can inform ambulance crew of nature and urgency of situation; Administers first responder treatment such as neck braces, oxygen, and Cardio Pulmonary Resuscitation (CPR) in order to help victim until paramedics arrive; Coordinates activities with police and ambulance personnel at first aid scene; Questions victim and/or bystanders to gather information to determine nature and extent of medical emergency and treatment needed (e.g., level of consciousness, current medical history); Provides to paramedics additional information that has been obtained by questioning others; Removes relatives of sick and injured persons to the periphery of a scene/area of safety without upsetting them unnecessarily; Calls and follows up with department doctor, when a contagious disease was suspected at scene of emergency, to ensure that all required paperwork and documentation is

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- complete and crew and others are safe; Attends all medical related classes as ordered by the Department; Uses defibrillator in emergency medical situations; etc.
8. In performing tasks related to conducting investigations into cause of fire: Looks for unusual circumstances at scene to identify possible cause of fire; Looks for signs of arson in order to notify arson squad to conduct an investigation; Preserves suspicious area, and preserves evidence for use by arson squad; Directs crew on who can and cannot enter the building to ensure safety of crew and preservation of evidence; Informs the Incident Commander about suspicious aspects of fire, such as if there was an unusual odor, more than one fire in different areas, or broken doors; etc.
  9. In performing inspection-related activities: Looks for fire hazards, checks tags on fire extinguishers and alarm systems, and determines during inspections if there is a fire code violation; Writes corrective actions for violations of the fire code; Informs other agencies of apparent violations of building code, housing code, or health code; Issues verbal warning to owner or manager if there is a violation of code or if other dangerous situations exist; Takes immediate action to correct hazards that are discovered during building inspections; Reports obvious hazards, such as flammable rubbish or locked doors, to owners of buildings and to Battalion Chief and/or Bureau of Fire Prevention (BFP); Reports apparent violations of fire safety code to BFP for action; Inspects buildings to see if the corrective action previously noted has been corrected; Notifies proper agencies to correct problems with hydrants discovered during inspections; Physically inspects first-alarm area for location of hydrants; Inspects BART/Muni facilities and piers to ensure that areas are un-obstructed, free of hazards, and equipment is available to facilitate emergency response; Conducts target hazard inspection with crew in order to familiarize self and crew with facility in the event of an emergency; Directs crew regarding what to check for and to observe during an inspection so that they will be prepared if there is an emergency at the site; Reviews pre-fire plans and access maps for properties to prepare for company operations in the event of greater alarm fires or natural disasters; Familiarizes self with building or transit systems (e.g., building layout, type of occupancy, and structural information) during inspection, so that in an emergency will be able to respond appropriately; Observes fire drills at schools and determines the amount of time taken to evacuate the school building, in order to ensure that evacuations can be carried out in a safe and timely manner; During school inspections, inspects the school building (e.g., exits and fire extinguishers) to ensure that it complies with the fire code; etc.
  10. In performing activities related to determining and enforcing fire house policy: Writes house policy delegating specific duties to other officers, with the approval of the Battalion Chief; Submits written policies that he or she has formulated to Battalion Chief for approval; Enforces the house policy for activities such as station watch, details, trades, cooking, use of facilities, etc; Enforces the house policy for implementing new or modified general orders or changes in SFFD rules and regulations; Writes house policy for special situations that are not covered in SFFD rules and regulations with the approval of the Battalion Chief; Answers questions orally to clarify or provide an interpretation regarding SFFD and house policies; Assigns special cleaning and equipment maintenance duties in preparation for the Assistant Chief's Tri-Annual inspection; etc.

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11. In performing activities related to monitoring, evaluating, and counseling subordinates: Observes firefighters to ensure that they comply with daily schedules; Provides verbal information to clarify SFFD policy and procedures; Helps firefighters overcome difficulties or deficiencies with regard to their work; Offers support to subordinates and peers during training and at the scene of emergency incidents; Assesses the performance of subordinates and completes their performance appraisal ratings; Determines whether the performance of subordinates warrants citation for merit or disciplinary action; Provides feedback to crew in firefighting incidents in order to improve firefighter performance; Counsels subordinates when there is a performance standards or personnel problem; Reconciles problems between firefighters, between firefighters and officers, and between firefighters and self; Monitors the behavior of subordinates for incidences of harassing or discriminatory behavior (e.g., racism, sexism) so that the behavior can be deterred; Counsels subordinates about incidents of discriminatory behavior in order to ensure that they do not happen in the future; Maintains an awareness of, and sensitivity to, work behaviors that are not appropriate for a male/female work environment; Notifies the Battalion Chief of potential discriminatory behavior in the station; Refers interpersonal problems such as racial conflicts to the Battalion Chief and/or the Department of Human Resources (DHR); Refers unresolved grievances, such as daily assignments or interpersonal conflict between firefighters and officers, to Battalion Chief; Documents a formal counseling session with firefighter to indicate what issue was discussed and actions taken or recommended; Monitors behaviors of firefighters for signs to identify personal problems (stress, substance abuse) that may interfere with performing the job; Informs firefighter of agencies such as the Critical Incident Stress Debriefing (CSID) and Employee Assistance Program (EAP), that deal with stress-related problems when assistance is needed; Takes appropriate action(s), in accordance with the Managing Employee Performance (MEP) manual, such as taking trades away, assigning night watch or details without credit, or filing formal charges; Visually inspects crew for appropriate attire to determine compliance with department regulations; Conducts drills with firefighters to assess their performance, to provide feedback, and to observe their progress; Works with a probationary firefighter in order to observe and assist performance of probationary firefighter; Questions probationary firefighter on informal and irregular basis to determine if probationary firefighter is keeping up with required reading; Monitors performance of probationary firefighters assigned to him or her; Conducts evaluations of probationary firefighters; etc.
  
12. In performing activities related to information gathering, report writing, and record keeping: Completes reports on probationary firefighters' performance; Reads posted information on board in order to make decisions about personnel and equipment needs for the tour; Reads general orders and email messages to learn about changes in practice, policy, procedure, or other information; Checks via PeopleSoft and Human Resources Management System (HRMS) to understand and determine personnel needs for tour; Ensures that time roll in PeopleSoft is correct and submits to Battalion Chief for approval; Maintains daily company watch and detail chart to identify personnel assignments; Records and maintains records for inventory regarding lost, damaged, or stolen equipment; Maintains station files using the standardized SFFD filing system; Verifies that departmental forms are completed properly; Writes information on board so that the next officer knows about the station's personnel and equipment needs; Keeps



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records of apparatus and equipment service, repairs, and exchanges; Records and maintains records for equipment, fuel, and supplies used in order to determine when materials need to be ordered; Makes journal entries to record maintenance performed by an outside agency (e.g., Public Works); Records daily record of company operations to indicate emergency runs, training drills, inspections made, and other activities in journal; Writes in fire journal to indicate location of fire, time, incident number, who responded, what equipment used, and how extinguished; Sets up the year's journal to indicate schedules and activities that need to be carried out; Interviews witnesses and gathers on-site information needed to complete own accident reports; Completes National Fire Incident Reporting System (NFIRS) forms with required information such as what happened, where did it occur, what equipment was used, and who was involved; Completes NFIRS forms to include such information as materials involved, source of ignition, degree of damage, etc., according to the code supplied by the state fire marshal and fire insurance companies; Utilizes standardized forms, personnel injury reports, equipment reports, fire prevention reports, etc., to record information; Prepares and updates Emergency Duty Recall Roster; Prepares reports to document Equal Employment Opportunity (EEO) complaints; Documents violations of written policies according to MEP policies and procedures; Prepares reports on unusual occurrences; Completes reports detailing the facts of discriminatory behavior within the company according to MEP guidelines and/or EEO policies and procedures; Completes Post-Fire Analysis (major incident report) after a greater alarm by writing descriptions of the fire and actions taken at the scene.

13. In performing activities related to ensuring compliance with Departmental policy: Interprets and explains administrative directives to firefighters and lieutenants; Meets with the Battalion Chief to exchange information regarding the activities of the company; Meets with the Battalion Chief to obtain an explanation of any new policies that affect the company, etc.
  
14. In performing activities related to training: Reviews the drill manual to determine the proper method of conducting training drills; Demonstrates equipment and procedures during drills in order to provide training for firefighters; Trains firefighters in proper inspection procedures for tools, equipment, and/or apparatus; Participates as a member of a team in training drills; Demonstrates to subordinates how work tasks should be done; Shares his or her firefighting experience with subordinates and peers; During training drills, explains to the crew the importance of the information to be covered in order to motivate them; Asks subordinates questions during training drills to ensure that they understand; Trains firefighters concerning the policies and procedures of the firefighting unit; Reads SFFD publications and other written materials for new fire prevention and suppression techniques; Reads equipment maintenance manuals and operating instructions to maintain proficiency and to instruct firefighters; Schedules and sets up special drills for house when there are new pieces of equipment, specialized equipment, or for cross-training; Counsels probationary firefighters on informal and formal operations in station house and department; Develops drills and evaluation procedures for drills designed for probationary firefighters; Gives one-on-one and group drills to probationary firefighters to improve their job knowledge and work skills; Gives reading assignments to probationary firefighters to ensure that they improve their job knowledge; Gives quizzes to probationary firefighters in order to determine their level of

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knowledge and work proficiency; Supervises the training of probationary firefighters by other firefighters, as necessary; Offers support to subordinates and peers during training; etc.

15. In performing activities related to community relations: Inform members of fire unit about visitors to the house so that everyone is aware of the presence of others; Provides ladder service/entry to police when wellness checks have been called in; etc.

**IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES**

Knowledge of: the streets, and traffic laws and patterns in the City; the Department's rules, regulations, policies, procedures, and practices; training principles and bulletins; Department manuals; the general principles of fire science; the uses, capabilities, and limitations of firefighting equipment; fire investigation and fire safety inspection procedures; and fire and building codes related to fire suppression systems.

Ability to: supervise effectively at fire and other emergency situations; perform search and rescue; effectively administer first aid; conduct investigations and inspections expeditiously; write and enforce station policy; train, monitor, evaluate, and counsel firefighters; gather information, write reports, and maintain records; ensure compliance with Department policy; effectively relate to the community; and effectively work with subordinates, peers, and superiors. .

**MINIMUM QUALIFICATIONS**

*These minimum qualifications are to be used as a guide for establishing the education, training, experience, special skills and/or license which may be required for employment in the class. Although these minimum qualifications are typical of the class, additional minimum qualifications and special conditions may apply to a particular position and will be stated on the job announcement.*

Successful completion of probationary period in class H-20 Lieutenant.

**PROMOTIVE LINES**

H-40 Battalion Chief

**ORIGINATION DATE:**

**AMENDED DATE:** 2/4/11

**REASON FOR AMENDMENT** *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

**BUSINESS UNIT(S):** COMNN

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**Title: CAPTAIN, EMERGENCY MEDICAL SERVICES  
Job Code: H33**

**INTRODUCTION**

Under general direction from higher-ranking officers in the Department, the H-33 Captain directs and supervises the activities of Fire Rescue Paramedic and Firefighter Paramedic staff, and other auxiliary personnel in an assigned area, including field operations, communications, training, research, professional education, community education/public information, and continuous quality improvements; may perform duties with specific clinical emphasis including monitoring and assessing the clinical performance of paramedic staff; may research and participate in education, counseling, and quality assurance activities; investigates critical incidents and unusual occurrences; coordinates activities with fire officers and chiefs at scenes of medical rescue, fire emergencies, and disasters; participates in special projects as assigned; performs other related duties as required.

**DISTINGUISHING FEATURES**

The Fire/Paramedic Captain is the mid-management level in the Emergency Medical Services (EMS) class series. It reports to the respective Section Chief of the EMS. It is distinguished from the Section Chief by its responsibility for supervising the daily activities of a designated unit in the EMS Division through subordinate Fire Rescue Paramedic, Firefighter/Paramedic, and other auxiliary staff.

**SUPERVISION EXERCISED:** This position supervises subordinate Fire Rescue Paramedic/Firefighter Paramedic and other auxiliary personnel in an assigned unit.

**MAJOR, IMPORTANT, AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 309, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Responds to selected Life-Threatening Code 3 calls, ALS Upgrade calls, shootings, critical pediatric calls, greater alarm fires, rescue calls, HazMat calls, multiple patient incidents, Multi-Casualty Incidents (MCI) and high-profile incidents as dispatched by the Division of Emergency Communications. Responds to a variety of calls, at the request of Medic units, BLS Rescue Ambulances, and officers that may adversely affect patient care or that present potential liability concerns. Determines whether to respond to other, non-mandatory, EMS calls. Determines whether to respond to a single-patient call that would involve a long response outside of the assigned district. Receives patient updates from the first-arriving units while en route to emergency calls or on-scene to determine the nature of the situation, and what, if any, actions need to be taken. Determines, based upon patient updates received from the first-arriving units at the scene of an incident, whether to continue on to the call or go back in service. Determines the medical treatment required at an emergency incident based upon verbal reports from personnel at the scene. Drives Department vehicle to the scene of emergency incidents to respond as quickly as possible to the scene. Uses portable data terminal to monitor the location of paramedic units. Ensures scene safety for the administration of medical care to protect emergency personnel at the scene of incidents. Ensures that field staff follow EMSA protocols at HazMat incidents (e.g., gathering information, taking specified precautions/actions, following decontamination procedures, providing patient care and transport, etc.) to ensure that the incident is handled correctly.

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Calms distraught persons at emergency incidents and offers appropriate support to civilians at emergency incident who are in grief. Removes persons to the periphery of a scene without upsetting them unnecessarily.

2. Directly supervises operational performance of paramedics to ensure that their performance meets relevant standards. Provides clinical/operational supervision to Department personnel on EMS calls from the time units are dispatched until the time units go back in service. Provides clinical evaluation and supervision for H3L2 transport ambulances, to offer continuing support and feedback to new H3L2 ALS assistants. Provides clinical evaluation and supervision for Medic units with paramedic interns, to observe and offer feedback to both preceptors and interns. Provides clinical evaluation and supervision for Medic units staffed with new H-3 Firefighter/Paramedics, to evaluate and document performance of new EMS personnel. Provides advanced clinical skills and procedures during complex medical and traumatic emergencies. Provides operational and administrative support to field personnel, as directed by EMS Agency policies. Directly supervises clinical performance of paramedics to ensure that their performance meets relevant standards. Supervises employee health and welfare during extended fire/rescue operations. Supervises activities of paramedic crews in the field to ensure proper delivery of care. Participates as a member of a team at an emergency incident. Observes, supervises, or performs patient assessment primary survey to identify and immediately correct life-threatening problems at emergency scenes (e.g., scene size-up/global assessment, general impressions, airway/breathing/circulation considerations, levels of consciousness/disabilities, expose/examine/evaluate in trauma cases, etc.). Observes, supervise, or performs patient assessment secondary survey (systematic, complaint-focused examination) at emergency scenes (e.g., routine medical care, patient history, physical examinations for DCAP-BTLS, etc.).
3. Completes performance evaluations on paramedics to ensure that an accurate record is kept of their job performance. Provides remediation and coaching/counseling, as appropriate, following an incident involving a subordinate. Documents clinical performance of paramedics on an ongoing basis as a part of the annual performance evaluation process. Interprets policies, codes, rules, and regulations (e.g., state regulations, CCSF EMSA regulations, SFFD General Orders, SFFD Training Bulletins, etc.) to determine whether subordinates are following correct procedures. Applies policies, codes, rules, and regulations (e.g., state regulations, SF County EMSA regulations, SFFD General Orders, SFFD Training Bulletins, etc.) to specific situations to ensure proper compliance. Prepares clinical evaluations of paramedics to ensure that they provide appropriate medical care in accordance with Department standards. Meets with subordinates to discuss their performance appraisals to provide them feedback regarding job performance. Recommends disciplinary action for subordinates when necessary to correct work behavior. Evaluates employee's work performance for the purpose of completing performance appraisals by reviewing written reports and other documents submitted by employee, and observing the employee's performance in the field. Discusses performance and behavioral issues individually with subordinates in an attempt to resolve them in an informal manner. Counsels subordinates regarding work-related and non-work related problems or concerns to help resolve problems that impede work performance. Carries out specific steps in the employee disciplinary processes according to procedures set forth in the SFFD Rules, Regulations, and

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Procedures (uniformed personnel) or Civil Service Rules (civilian personnel). Listens to radio calls handled by Division of Emergency Communications personnel to ensure compliance with Department policies and procedures. Monitors radio frequencies to evaluate the performance of subordinates with regard to answering calls. Listens to calls handled by subordinates to ensure that subordinates demonstrate proper telephone etiquette. Listens to radio communications with field units to determine whether proper response time was accomplished. Listens to radio communications with field units to ensure calls are triaged properly. Observes employees for signs of stress to ensure that they get proper assistance. Questions employees to determine if they need assistance in coping with their work. Refers employees who need help with personal problems to other City units (e.g., EAP or Stress Unit). Explains performance expectations to subordinates to ensure that their work meets Department standards. Determines whether employees have violated Department policy and what actions need to be taken. Set up evaluation programs for newly-hired paramedics in training. Identifies issues to subordinates and peers that he or she finds offensive, without being offensive toward those subordinates and peers. Overcomes and solves differences between subordinates without creating conflicts.

4. Provides clinical training and/or remediation on EMS issues, as required, to firefighters and paramedics. Assists as an instructor with the EMS In-Service Training Section or EMS Academy. Distributes Training Bulletins and post-tests as required, to ensure that subordinates have the appropriate information. Attends training classes (e.g., EMS, management, etc.) required for Department officers and/or Paramedic Captains. Answers questions from paramedics with regard to delivery of medical care to ensure that they have the necessary information. Presents instruction in training classes, as part of subordinates' training. Conducts demonstrations during training classes for subordinates. Prepares lesson plans for use in conducting training for subordinates. Prepares evaluations (e.g., tests, manipulative exercises) to assess trainees as part of their training. Conducts one-on-one training with paramedics on subjects such as new Department policies and procedures. Provides feedback to subordinates during training drills to ensure that they understand what to do. Sets up clinical labs for use by trainees as part of their training. Helps subordinates overcome difficulties and/or deficiencies with regard to their work. Offers support to subordinates and peers during training and at the scene of emergency incidents. Demonstrates to subordinates how work tasks should be done. Shares his or her work experience with subordinates and peers. Ensures that her or she understands information provided orally by superiors, subordinates, and peers at emergency incidents. Allows peers to take a leadership role to accomplish work tasks when it is appropriate. Asks subordinates questions during training to ensure that they understand.
5. Attends Paramedic Captains meeting with EMS Operations Chief, Medical Director, and/or staff to provide input on daily activities and to receive relevant information. Attends Division Chiefs' meeting to discuss and provide information on emergency medical service operations. Provides updates to Division Chiefs regarding planned activities. Relays information and feedback from Division Chiefs to the EMS Division. Visits Medic and Rescue Ambulance stations in assigned district to confer with Firefighter/EMTs, Paramedics, and Company Officers regarding the delivery of medical care. Visits Emergency Departments in assigned district to confer with Emergency Department Physicians and Receiving Hospital Liaison RNs to ensure proper delivery of pre-hospital patient care.

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Responds to questions from hospital personnel after an emergency incident to ensure that they are given appropriate information regarding the incident. Meets with the off-going Rescue Captain to review the change-of-watch report in order to prepare for his or her shift. Discusses with the off-going Rescue Captain unusual occurrences during the prior shift to determine what actions need to be taken. Discusses with the off-going Rescue Captain the status of Communication Center operations to determine what actions need to be taken. Conducts change-over meeting with the off-going officers to determine the status of Division of Emergency Communications operations.

6. Directly supervises administrative performance of paramedics to ensure that their performance meets relevant standards. Maintains accurate company records to ensure proper documentation of activities. (e.g., clinical contacts, administrative duties, etc.). Makes journal entries regarding all matters related to the administration of companies and units to ensure that proper documentation is maintained. Reviews journal and log entries made during previous watch to determine what will need to be done during his or her shift. Maintains a log of his or her activities in preparation for completing reports. Retrieves reports via computer on the status of the radio, phone, and computer-aided dispatch system.
7. Completes reports on assigned investigations to maintain necessary documentation. Completes action plans related to assigned investigations to ensure that the investigation is thorough and complete. Uses the computer to prepare reports regarding problems with the public (e.g., chronic 911 users). Forwards required reports to the appropriate personnel to ensure that proper documentation is maintained. Writes reports explaining his or her disposition or recommendations regarding a complaint. Completes greater alarm reports to document the incident and the actions of Department personnel. Completes unusual incident reports to document the incident and the actions of Department personnel. Files reports mandated by the CCSF regarding emergency medical service provided by the Department (e.g., response times, nature of medical incidents, frequency and disposition of medical incidents, etc.). Audits Paramedic and Firefighter/EMT pre-hospital care reports, as required. Completes reports on loss of, or damage to, assigned biomedical equipment to ensure that accurate documentation is maintained. Completes RC Daily Activity Report to summarize Rescue Captain's daily activities. Completes RC Clinical Evaluation Field Contact Log on HRMS to document observation and assessment of subordinates' daily work performance. Completes SFFD RC EMS Comprehensive Clinical Evaluation Forms as needed (e.g., for paramedic interns or evaluation of new paramedics) to document subordinates' performance, including strengths, areas for improvement, and follow-up actions required/taken. Completes regular SFFD EMS Clinical Performance Evaluation forms to document subordinates performance, including strengths, area for improvement, and goals/work plans for the coming performance period. Completes SFFD EMS Division MCI Reports to document and summarize MCI operations. Completes General Form reports to document investigation of reports of EMS-related complaints. Completes SFFD Performance Appraisal Report EMS/Clinical Evaluation Supplements to document subordinates' overall work performance against SFFD EMS standards.
8. Maintains inventory of narcotics in Rescue Captain response vehicle to ensure accurate tracking and accountability. Arranges for resupply of narcotics, as required, to Medic units and ALS engines. Investigates narcotic records discrepancies to ensure that an accurate

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accounting of all narcotics is maintained. Performs random review of narcotics logs to ensure compliance with DEA regulations. Maintains inventory of biomedical equipment (e.g., defibrillators, suction units, etc.) to ensure that accurate records of equipment are kept. Forwards equipment loss/damage reports to EMS Division to ensure that equipment is replaced or repaired. Ensures that Medic units and ALS engines have appropriate equipment and supplies. Inspects Rescue Captain response vehicle for proper functioning, medical equipment, and supplies to ensure that the proper equipment and supplies are in the vehicle and the vehicle is operating properly. Assists Assistant Chiefs, as required, with tri-annual inspections of Medic Units, Rescue Ambulances, and ALS engines. Checks with paramedic crews to determine whether they have the necessary equipment and supplies. Inspects ambulances to ensure that they are in proper working order and have the appropriate equipment and supplies.

9. Reports to Officers/Chiefs at fire, rescue, and medical incidents as part of the Incident Command System. Assumes the role of Medical Group Supervisor (or other medical commander role) at major incidents, as directed by the Incident Commander. As Medical Group Supervisor, completes the EMS MCI after-action report. Provides supervision, clinical evaluation, and a written report on ALS Upgrade calls.
10. Investigates incidents involving paramedics to determine the nature of incident and the actions required. Investigates EMS-related incidents assigned through the Incident Management System and/or EMS Medical Director. Works with Battalion Chiefs and/or Company Officers, as appropriate, to conduct field investigations. Interviews witnesses, complainants, and/or Department personnel involved in incident being investigated. Interviews hospital personnel and reviews hospital records as part of an investigation. Reviews Division of Emergency Communications tapes and base station medical channel communications as part of an investigation. Forwards incident reports/action plans to the Medical Director and Chief of Department upon completion. Responds to complaints from hospitals and/or public regarding paramedic crews. Investigates and documents allegations against subordinates of his or her unit, as directed by superior officer, by collecting and examining evidence and interviewing witnesses, complainants, and other subordinates. Telephones complainants to provide feedback regarding resolution of complaints. Conducts audits of tape recordings of employees handling calls as part of investigation of complaints. Interviews the parties involved in a complaint to determine whether employees complied with Department policies and procedures. Provides verbal reports to superiors regarding the findings of unusual occurrence investigations.
11. Notifies appropriate Department personnel regarding the details of emergency incidents (e.g., location, type of building, units on the scene, etc.). Informs the Public Information Officer regarding the details of emergency incidents. Notifies the appropriate receiving hospital(s) when a "red alert" occurs (i.e. 10 or more injured persons, or 6 or more critically injured persons). Provides details to EMS Division Chief if a "red alert" occurs. Provides details to Chief of EMS Operations if a "red alert" occurs.

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**IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES**

Knowledge of: the streets, and traffic laws and patterns in the City; the Department's rules, regulations, policies, procedures, and training bulletins; Department EMS and EMS-related manuals; EMS protocols; when and how to complete Department EMS forms and reports; and the uses, capabilities, and limitations of EMS equipment.

Ability to: observe, supervise, and participate in the delivery of emergency medical services; train and develop self and others; work effectively with others; serve as Medical Group Supervisor at major incidents; write logical and accurate reports and correspondence; expeditiously investigate emergency medical services-related incidents and unusual occurrences; maintain accurate records and efficiently review documents; maintain inventories of equipment and supplies and ensure the readiness of vehicles and equipment; exchange information with Department and hospital personnel; counsel and evaluate subordinates; maintain appropriate staffing levels; and make accurate and timely notifications.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications are to be used as a guide for establishing the education, training, experience, special skills and/or license which may be required for employment in the class. Although these minimum qualifications are typical of the class, additional minimum qualifications and special conditions may apply to a particular position and will be stated on the job announcement.*

1. Permanent status and successful completion of probationary period in class H-1 Fire Rescue Paramedic or class H-3 Level 2 or class H-3 Level 3 Firefighter Paramedic or class H-20 Lieutenant.

**OTHER REQUIREMENTS:** Essential duties require the following physical skills and work environment: Ability to work in a fast paced office environment; must work in potentially hazardous and dangerous situations; work in inclement weather, from heights, in tunnels, or other risky conditions; and administer life support or life saving treatment to emergency patients or victims of fire. Positions may require specialized knowledge areas, skills, or abilities and qualifications depending on section assignment.

**LICENSE AND CERTIFICATION**

1. Possession and maintenance of a valid Paramedic license issued by the State of California EMS Authority.
2. Current paramedic accreditation from the San Francisco EMS Agency.
3. Current paramedic certification by the San Francisco Fire Department EMS Medical Director.
4. Possession and maintenance of a valid California Driver license.
5. Certifications as Instructor in Basic Cardiac Life Support (BCLS), Advanced Cardiac Life Support (ACLS) and Pediatric Advanced Life Support (PALS).

**PROMOTIVE LINES**



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H-43 EMS Section Chief

**ORIGINATION DATE:** ~1997

**AMENDED DATE:** April 6, 2010; 2/4/11

**REASON FOR AMENDMENT** *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

**BUSINESS UNIT(S):** COMMN