

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

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

**Posting No:** 15  
**Fiscal Year:** 2020/2021  
**Posted Date:** 04/01/2021  
**Reposted Date:** 04/02/2021

**ESTABLISH THE FOLLOWING JOB SPECIFICATION(S):**  
*(Job specification(s) attached)*

Item #	Job Code	Title
1	H009	Community Paramedic

**Protests on an item should be addressed to the Human Resources Director** and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to [DHR.ClassificationActionPostings@sfgov.org](mailto:DHR.ClassificationActionPostings@sfgov.org). All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

cc: All Employee Organizations  
All Departmental Personnel Officers  
DHR – Class and Comp Unit  
DHR – Client Services Unit  
DHR – Employee Relations Unit  
DHR – Recruitment and Assessment Unit  
DHR – Client Services Operations  
Carol Isen, DHR  
Sandra Eng, CSC  
Sue Hwang, SFERS  
Theresa Kao, Controller/ Budget Division  
E-File

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

**Title:** Community Paramedic

**Job Code:** H009

**DEFINITION**

This specification defines and describes the full range of duties of the H009 Community Paramedic position.

The primary duties of the Community Paramedic are to respond to behavioral crises in the community and evaluate community members for behavioral and social needs.

**DISTINGUISHING FEATURES**

This class is distinguished from H003 Level 1 EMT and H003 Level II Paramedic in its primary duties as Community Paramedic to respond to behavioral crises in the community and evaluate community members for behavioral and social needs.

**SUPERVISION EXERCISED**

None.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, 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.*

Interactions with Patients, Families, Police and Co-workers

1. Responds to medical and traumatic emergencies.
2. Provides medical support for rescue activities in a variety of situations.
3. Performs primary examination of patients to assess condition.
4. Performs secondary examination of patients to assess condition.
5. Performs assigned ICS role in multi casualty or disaster situations.
6. Administers proper emergency treatment in accordance with protocol and patient assessment.
7. Administers or ensures advanced life support (including cardiac pulmonary resuscitation and defibrillation) to stabilize patient conditions.
8. Ensures transports of all persons in need of medical care in accordance with County policy and Department performance standards to approved facilities within San Francisco and to authorized out-of-county sites.
9. Extricates patients from scene of incident (e.g., damaged vehicle) to ambulance for transport.
10. With assistance of a partner, lifts patient on stretcher to gurney height level for transport through building.
11. Ascends stairways to location of patient to provide treatment.
12. Loads and unloads patient on gurney into and from the ambulance.

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13. Pushes or pulls patient on gurney on uneven surfaces, up or down inclines, and around obstacles to get patient to and from ambulance.
14. With assistance, carries and balances a stair chair with patient on uneven surfaces, up and down inclines, and around obstacles to transport patient to gurney.
15. Questions patients to obtain information to determine nature of injury or illness.
16. Establishes rapport with patients to gain cooperation and acquire information.
17. Answers questions from patients and provides information regarding the injury or illness and status.
18. Calms and reassures patients who are confused, frightened or in distress.
19. Interacts with diverse members of the public, many of whom have communication challenges (limited English, altered states).
20. Participates in department supported events and incidents (health fairs, parades, standby at public events, police critical incidents, fire incidents).

Administrative

21. Testifies in court of law regarding EMS activities, as required.
22. Completes and submits post-accident report.
23. Completes Patient Care Report (PCR) to document, for example, patient history, actions taken, and observations made at scene of incident until patient is no longer under paramedic's care.
24. Completes all documentation as required, vehicle/equipment check-out logs, journal entries, etc.

Training

25. Participates in company drills, training, and other fitness programs.
26. Conducts EMS training as assigned.
27. Serves as mentor for Department Personnel assigned to ambulances.
28. Successfully completes training to maintain required certifications.
29. Successfully completes required in-service training.
30. Completes EVOC training.

Equipment, Supplies and Vehicle Operation

31. Maintains the inventory of medical supplies in the emergency vehicle related to Basic and Advanced Life Support by conducting inventories and restocking as necessary.
32. Cleans emergency vehicle to ensure medical cleanliness.
33. Checks mechanical equipment on emergency vehicle to ensure that it is fully operational.
34. Performs routine preventive maintenance of equipment on emergency vehicle.

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35. With assistance, lifts 75-pound or 150-pound oxygen cylinder (on board air) into ambulance.
36. Safely but expeditiously drives emergency vehicle to the scene, using lights and sirens in accordance with department policies.
37. Deals effectively with traffic congestion by considering different routes and maneuvering vehicle through jams.
38. Uses City and maps to respond efficiently to scenes, including those in obscure locations (e.g., alleyways, undeveloped areas).
39. Properly uses Personal Protective Equipment (PPE) (gown, goggles, mask, etc.) when interacting with patients.
40. Receives and responds to messages transmitted via text and radio transmissions.

Communication and Notifications

41. Interacts with outside agencies such as Coast Guard, Medical Examiner, Animal Control, Mobile Assistance Patrol.
42. Informs the EMS Captain of unusual incidents.
43. Coordinates multiple medical and disaster situations via radio and/or telephone as prescribed by protocol or as directed.
44. Briefs emergency room staff regarding condition of patient, history, and treatment administered so that ER staff have an understanding of the situation.
45. Reports findings at emergency scene to appropriate personnel in accordance with Department policy.
46. Interviews witnesses at scene of incident to gather information about patient (patient history) and how the incident took place.
47. Provides allied health professionals with a detailed patient report prior to the transfer of care in accordance with Department, EMSA, and Statutory requirements.
48. Communicates unit status, situational updates, receiving hospital/ trauma notifications, base hospital medical doctor (BHMD) consultation/medical direction and resource requests via computer in accordance with Department policy.
49. Communicates unit status, situational updates, receiving hospital/trauma notifications, base hospital medical doctor (BHMD) consultation/medical direction and resource requests via radio/landline/cellular telephone in accordance with Department policy.
50. Required to provide advanced emergency medical care to victims of fire and activities for saving lives and property, including medical scene size-up, establishing medical command post, reporting to incident commander or EMS Captain and implementing medical Incident Command System (ICS); supports rescue activities in a variety of situations; renders first aid, treatment for shock, cardiac compression, resuscitation, and prevention of blood loss.
51. Responds to trauma or medical emergencies; performs primary and secondary evaluation of patients to assess conditions, triages in major disasters; administers proper procedural emergency treatment; institutes emergency care and/or advanced life support to stabilize

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patient conditions, including cardiac pulmonary resuscitation, defibrillation, drug administration, invasive procedures and definitive therapy.

52. As part of EMS response, conducts hazard assessment of residences, places of business, public assemblage, schools, and hospitals to ensure compliance with fire codes, ordinances, laws and regulations, and refers potential hazards/violations to appropriate Fire Department division.
53. Participates in training and physical fitness programs as required. Incumbents must maintain superior physical strength, agility, and stamina to carry out the intense physical duties of the position.
54. Responds to medical, behavioral and social calls for service and performs bio-psycho-social needs assessments and refers and connects community members to appropriate services.
55. Supports community members by providing outreach, assisting with shelter connection and housing assessments, making referrals to programs, assisting with making and attending medical and mental health appointments, and providing information about city resource navigation.
56. Reviews patient care databases and creates alerts and care team notes in the databases.
57. Interacts with outside agencies such as the Department of Public Health, the Department of Homelessness and Supportive Housing, and the Department of Public Works.
58. Checks, maintains, and operates wheelchair lifts on vehicles.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:

- Department EMS training bulletins.
- Ambulance mechanical equipment and routine preventative maintenance.
- The SFFD Radio Communications manual.
- City streets and direct routes to scene.
- Maps and Thomas guides to the City.
- Traffic patterns at various times of the day.
- Title 22 of the EMS Authority.
- Department rules, regulations, and General Orders.
- Local EMS agency policies/ procedures.
- EMS agency ALS treatment protocols.
- Department procedures/ practices on fire ground.
- The Incident Command System.
- START triage.
- Best practices regarding operational and safety procedures.
- Fire Department policies and procedures related to EMS operations.
- Procedures and practices in emergency rescue; current paramedic techniques in both field and hospital settings.

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- Procedures and practices of behavioral engagement; non-emergent city resources and referral procedures.

Ability or Skill to:

- Quickly and accurately evaluate emergency situations.
- Use medical equipment to administer proper life support and life saving measures.
- Safely and expeditiously drive an ambulance vehicle.
- Communicate clearly and logically in written form.
- Work in hazardous/dangerous situations.
- Maintain superior physical strength, agility, and stamina to carry out job duties in inclement weather, from heights, tunnels, water, or other potentially hazardous conditions.
- Make critical decisions in stressful situations.
- Determine the fastest route to the scene and to the receiving hospital.
- Elicit information from patients in order to determine the correct treatment for the patient.
- Elicit information from witnesses to an incident.
- Control the scene of an incident to ensure your own safety as well as that of the patient.
- Assess and evaluate the risk involved in EMS operations, and to perform accordingly.
- Quickly perform primary and secondary assessments of patients.
- Correctly complete Patient Care Report forms.
- Communicate effectively in oral form with peers and supervisors from different cultures and backgrounds.
- Calm and comfort sick and injured persons, relatives, friends, and bystanders at emergency incidents.
- Make appropriate destination decisions depending on patient condition.
- Lift (with assistance) patient on stretcher to gurney height for 30- to 60-second transport through building, down flight(s) of stairs, to gurney.
- Lift 35 pounds in each hand to transport equipment from ambulance to location of patient.
- Ascend and descend stairways carrying 35 pounds in each hand to get to patient location to provide treatment.
- Load and unload patient on gurney into and from ambulance.
- Push or pull patient on gurney on uneven surfaces, up and down inclines, and around obstacles to get patient to and from the ambulance.
- Push and pull stair chair with patient on uneven surfaces, up and down inclines, and around obstacles to relocate patient.
- Lift (with assistance) a 75 to 150-pound oxygen cylinder into the ambulance.
- Perform CPR correctly (in accordance with AHA standards) for 60 seconds.
- Push or pull a patient to assist other EMS providers in extricating patient from locations such as closed upright vehicles, closed over-turned vehicles, and beneath vehicles.
- Climb and balance while ascending or descending with equipment or patients along stairs, ramps, or hillsides.
- Conduct patient care tasks while stooping, kneeling, crouching, or crawling.
- Communicate verbally to patients, dispatchers, physicians, and coworkers in transmitting and gathering information.

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- Hear information transmitted verbally by phone or radio.
- See in order to drive safely to scene of emergency or other assignment, to visually inspect patient surroundings, read maps, read medication instructions, and read street, vehicle, or building markings.
- Employ near acuity, far acuity, depth perception, accommodation, color vision, and fields of vision to perform job functions.
- Anticipate the needs of the patient before they occur.
- Perform advanced life support duties required of paramedics.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

Education:

Experience:

- ~~1. Possession and maintenance of a valid California Emergency Medical Technician Paramedic (Paramedic) license issued by the State of California and the ability to accredit with local EMS Agency.~~
- ~~2. 1,1000~~ 1,1000 hours verifiable work experience as a Paramedic (on an ambulance or first responder vehicle) within the last three years; OR 1500 hours verifiable work experience as a Paramedic (on an ambulance or first responder vehicle) within the last five years.
- ~~3. 2.~~ Successful completion of a San Francisco Fire Department Community Paramedic Course.

License and Certification:

~~None.~~ **Possession and maintenance of a valid California Emergency Medical Technician Paramedic (Paramedic) license issued by the State of California and the ability to accredit with local EMS Agency.**

Substitution:

**SUPPLEMENTAL INFORMATION**

Depending on the type of appointment, incumbents will serve a performance assessment period not to exceed one year in accordance ~~v4~~with the Civil Service Rules and the bargaining agreement with IAFF/Local 798.

**PROMOTIVE LINES**

**ORIGINATION DATE:** 04/xx/21

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**AMENDED DATE:**

**BUSINESS UNIT(S):** COMMN