

City and County of San Francisco
Carol Isen
Human Resources Director



Department of Human Resources
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**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: February 24, 2022

Re: **Notice of Proposed Classification Actions – Final Notice No. 19 FY 2021/2022
(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 24, 2022.

Carol Isen
Human Resources Director

by:

Steve Ponder
Classification and Compensation Director
Human Resources

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

**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: 19
Fiscal Year: 2021/2022
Posted Date: 02/14/2022
Reposted Date: N/A

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

Item #	Job Code	Title
1	H033	Captain, Emergency Medical Services

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. 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](#).

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

Title: Captain, Emergency Medical Services
Job Code: H033

DEFINITION

Under general direction from higher-ranking officers in the Department, the H033 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.

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.

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.

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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. 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 H003 L2 transport ambulances, to offer continuing support and feedback to new H003 L2 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 H003 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

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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 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.

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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. 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.

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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 accounting of all narcotics is maintained. Performs random review of narcotic 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

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- 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.

KNOWLEDGE, 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.

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Ability or Skill 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 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:

Successful completion of probationary period in class H001 Fire Rescue Paramedic or class H003 Level 2 Paramedic or class H003 Level 3 Firefighter Paramedic .
Five (5) years of experience as a sworn permanent appointee in the San Francisco Fire Department including three (3) years of experience as a paramedic in the San Francisco Fire Department.

License and Certification:

OTHER REQUIREMENTS:

Possession and maintenance of a valid Paramedic license issued by the State of California EMS Authority.
Current paramedic accreditation from the San Francisco EMS Agency.
Current paramedic certification by the San Francisco Fire Department EMS Medical Director.
Possession and maintenance of a valid California Driver license.

Substitution:

SUPPLEMENTAL INFORMATION

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 lifesaving treatment to emergency

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patients or victims of fire. Positions may require specialized knowledge areas, skills, or abilities and qualifications depending on section assignment.

PROMOTIVE LINES

To: H043 EMS Section Chief

From: H001 Fire Rescue Paramedic H003 Level 2 Paramedic or H003 Level 3 Firefighter Paramedic

ORIGINATION DATE: 03/17/1997

AMENDED DATE: 04/06/10; 02/04/11; 07/31/19; 02/24/2022

REASON FOR AMENDMENT: *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN