



To: All AMR Contra Costa EMTs  
From: Troy Vincent, Clinical Manager  
Date: May 12, 2022  
**RE: Hiring EMT FTOs!**

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On **May 24<sup>th</sup> & 26<sup>th</sup>, 2022** We will be holding interviews to hire interim EMT FTOs.

**SUMMARY:** The Field Training Officer is a tenured field practitioner who uses their experience and knowledge to individualize training, coaching, evaluation, and/or remediation of employees with the goal of assuring that both existing employees and new hire candidates are safe clinical practitioners. The FTO focuses on thorough evaluation of all pre-hospital employees to determine opportunities for improvement and ensure a high level of patient care and customer satisfaction. Field Training Officers are expected to function as a resource, mentor and role model for all pre-hospital care providers as well as an ambassador to ensure system efficiencies of the operational performance expectations.

**COMPENSATION:** Employees who meet the FTO job description and are selected by the Employer to be FTOs will be paid per the Collective Bargaining Agreement.

**ADDITIONAL DUTIES AND RESPONSIBILITIES,** additional duties may be assigned

**Training** – Assist in conducting training programs for new employee candidates, transferring employees, and existing employees by performing the following duties:

- Communicate with the CES department and Operations Management Team to determine the ongoing need for training as it relates to changes in local policy, procedures, regulations and technologies
- Assist in the development of teaching outline and developing instructional methods such as individual training, group instruction, lectures, demonstrations, conferences, meetings, and workshops
- Partake in the selection or development of teaching aids such as handbooks, demonstration/simulation models, multimedia visual aids, computer tutorials or reference works
- Participates in training sessions covering specified areas such as new employee candidate orientation, on-the-job-training or remediation, refresher training, new product or procedure orientation and leadership development
- Provide accreditation training and evaluation
- Special projects as assigned by the Operations/CES Management Team
- Evaluate candidates/employees to measure progress and evaluate the effectiveness of the training modules

- Report on the progress of candidates/employees under their guidance during training periods

**Evaluation** – Provide feedback on candidate's/employee's performance utilizing the following methods:

- Guide and advise the candidate/employee with respect to field care and standard operating procedures making expectations and desired outcomes clear
- Assist with oversight of the Metiman county contract responsibilities
- Identify strengths and weaknesses of the candidate/employee and participate in developing plan for successful remediation of areas where improvement is needed
- Document progress on a day-to-day basis
- Qualify the candidate/employee for reasonable performance with respect to customer service, operational procedures, vehicle operation, map reading, navigation, radio procedures, paperwork and clinical knowledge
- Communicate all findings and concerns to appropriate individuals, most notably, the CES Specialist or the Development and Training Specialist

#### **Continuous Quality Improvement (CQI)**

- Confirming performance with new employee candidates during the orientation phase through patient care record auditing, verbal or written contact, field evaluation, and additional communication as needed
- Identifying areas in which improvement is needed
- Assisting with the continued improvement of employees, which may include newsletter contributions, continuing education instruction, CQI programs, and EMS and company policy update programs
- Regular attendance at scheduled FTO meetings
- Successful completion of educational programs related to the functions of the position
- Reporting educational and/or training activities each month to the CES Team utilizing an approved reporting format

**Mentoring** – The FTO will need to work with and positively impact the performance of the following:

- The FTO should be a mentor and role model for all employees and be available to answer questions and provide guidance and feedback
- The FTO will be responsible for coaching, supporting, and mentoring new FTOs, preceptors and other instructors by providing them with the education and training necessary to optimize performance
- The FTO may supervise and direct field staff in working for improved individual and/or system performance. The FTO may evaluate and recognize the need for individual coaching, counseling, and referral. The FTO will then make recommendations to the Operations/CES Management Team to

solve issues and/or provide information to the Operations staff regarding areas of concern

- The FTO may recognize the need in a new or regular employee for Critical Incident Stress Management and should make the appropriate referrals

**Operations Ambassador** – Oversight of the system needs and utilize leadership skills to motivate and facilitate the desired outcome:

- Assist as needed to help get crews clear from the hospital, communicating and assisting to get them in readiness mode
- Heightened awareness to identify safety or operational need for attention items and ensure proper notification for action
- Utilize facilitative communication skills and conflict resolution opportunities to assist peers in quickly addressing or accessing assistance for internal and external challenges
- Establish yourself as credible, respectful, fair, and prideful. Promoting camaraderie as it relates to improving leadership and line-staff relationships and/or employee and customer relationships or performance

**Minimum Qualifications:**

Must be a full time EMT

Must have at least 2 years as an EMT in Contra Costa 911 AMR System

Must have no CEAs on record for past 2 years

Must have no operational corrective action above verbal counseling for 1 year

Ability to employ discretion and confidentiality in sensitive areas.

Ability to read, interpret and follow instructions on memos, letters, and various documents