

# ACS Emergency Community Responder – Tier I

## **Class Title**

Emergency Community Responder – Tier I

## **Class Code**

M-12

## **Salary (Suggested)**

\$18.26

\$36,520

## **OVERVIEW**

An Emergency Community Responder (ECR) will be dispatched from 911 to calls for service throughout the City of Albuquerque. ECRs will respond in teams of two to issues related to injuries or incapacitation, abandoned vehicles, traffic control, non-injury accidents, or other calls for service in the community. ECRs will have a mobile community presence that allows them understand community needs and to engage with neighborhoods to promote well-being and safety. ECRs will connect individuals or groups in need with resources and may make referrals to organizations who provide continuum of care; may provide transport options if appropriate; and follow up with residents as necessary. In addition to community outreach, intervention, and follow-up ECRs will have knowledge and skills necessary to provide immediate lifesaving interventions while awaiting additional EMS resources to arrive. They will work collaboratively with fire and rescue, law enforcement, area hospitals and other partnering agencies and coordinating services.

**This is a safety sensitive position subject to random drug/alcohol testing.**

*Job descriptions are intended to present a general list of tasks/duties performed by employees within this job classification. Job Descriptions are not intended to reflect all duties performed within the job.*

## **Supervision Received and Exercised**

Receive direction from higher-level supervisory or management staff.

## **Essential and Supplemental Functions**

**ESSENTIAL FUNCTIONS:** (Essential functions may include, but are not limited to the functions listed below)

1. ECRs will respond in teams of two to issues related to injuries or incapacitation or other calls for service in the community that do not require an EMS or police response;
2. Provide appropriate initial medical assistance as needed, and assist ACS behavioral health specialist, law enforcement and fire and fire and rescue agencies.
3. Community presence by vehicle or other means throughout the City that helps promote well-being and safety.
4. Document incidents, provide data, and prepare a variety of reports regarding community and neighborhood activities.
5. May respond to emergency care during special events, as needed.

6. May monitor and operate public safety computer dispatch and other related computer systems.
7. Provide general assistance to the public.
8. Provide traffic control as needed.
9. Respond and assist with non-injury accidents.
10. Establish and maintain effective working relationships with those contacted in the course of work.

**SUPPLEMENTAL FUNCTIONS:**

1. Perform related duties and responsibilities as required.
2. Participate and successfully pass all required training to include any initial and recurring training requirements.

**Minimum Education and Experience Requirements**

*Education directly related to the minimum requirements below may be substituted for experience on a year for year basis.*

High school or GED; **and**

Two (2) years of safety, customer service, social or mental health, community engagement or other related experience.

**ADDITIONAL REQUIREMENTS:**

Possession of a valid New Mexico Driver's License, or the ability to obtain by date of hire.

Possession of a City Operator's Permit (COP) within six (6) months from date of hire.

Successful completion of the initial training certification including obtaining the Red Cross Emergency Medical Responder (EMR) certification and any other initial or recurring training requirements therein within twelve (12) months from date of hire or transfer into position.

**PREFERRED KNOWLEDGE:**

- Willingness to participate in cultural activities both within the agency and in the community.
- Knowledge of the cultural, social and economic backgrounds of the populations served.
- Principles and practices of safety procedures, fire safety, and scene safety.
- Methods and techniques of two-way radio communication
- Principles and procedures of record keeping and basic report preparation
- Pertinent Federal, State, and local laws, codes and regulations
- Safe work practices

**PREFERRED SKILLS AND ABILITY:**

- Bilingual preferred; at a minimum, the ability to understand and to make one-self understood
- Interpret and explain City policies and procedures
- Prepare clear and concise reports
- Communicate clearly and concisely
- Perform the essential functions of the job with or without reasonable accommodation

**Working Conditions**

**Environmental:**

Field environment; travel from site to site; exposure to potentially hostile environments; inclement weather conditions.

**Physical:**

Essential and supplemental functions may require maintaining physical conditions necessary for standing or walking for prolonged periods of time; must be able to lift or carry 50 pounds.