



Responder Competencies

Wellness & Safety

Displays and maintains physical, emotional and mental well-being; watches out for safety of all personnel. Understands role as medical provider and impact of efforts on patient safety. Follows and models safety rules. Knows work environment and understands all work-related hazards. Able to perform work that is highly physically demanding, requiring strength, agility and aerobic/anaerobic endurance.

Coachable & Humble

Puts others before self. Is open-minded; receptive to the input and expertise of others. Willing to acknowledge not having all the answers. Willing to show vulnerability. Able to receive feedback and shift behavior appropriately. Willing to admit and own mistakes and acknowledge those to others who are impacted.

Problem Solving

Uses a systematic approach in solving problems through analysis of problem and evaluation of alternate plans. Able to start, continue and transition with specific courses of action while exhibiting a sense of urgency when needed. Able to take action in solving problems while exhibiting judgment and a realistic understanding of issues.

Communication

Able to effectively pass off information/knowledge. Relays needs/expectations effectively in the moment. Communicates thoughts and feelings in a respectful manner. Listens, interprets and applies relevant information as needed. Confirms message is understood. Organizes and structures communication to be professional, positive and succinct, both orally and in writing. Assesses information by using open-ended, thoughtful probing questions.

Composure & Resiliency

Maintains stable performance under pressure or opposition. Able to quickly and effectively rebound when knocked off balance by the unexpected. Can present self as a settling influence in a crisis. Handles stress in a manner that is acceptable to others. Able to maintain a mature, problem solving attitude while dealing with various stressors. Able to use reason, even when dealing with emotional topics.

Technical Skills

Able to learn and retain technical knowledge and skills. Responsive to coaching regarding technical skill development. After receiving instruction, demonstrates required knowledge, skills and abilities in technical/functional tasks as defined in procedure/protocol documents and trainings. Adapts to changes in procedures, protocols, and technology.

Teamwork

Considerate of how own behavior impacts others. Demonstrates positive outlook and assumes good intentions. Able to work with people in such a manner as to build high morale and group commitments to goals and objectives. Respects diversity of teammates. Displays openness and understanding of shared responsibilities with crew resource management. Sees what needs to be done and steps in to help regardless of position. Understands and follows chain of command.

Additional competency for Paramedics: Directing Others

Delegates assignments related to patient care in organized manner. Establishes and maintains scene management through transfer of care. Trusts people to perform, yet monitors process, progress and results.