
TRAUMA COMMUNICATION CENTER COMMUNICATOR

General Information

Job Title:	TRAUMA COMMUNICATION CENTER COMMUNICATOR
Job Code:	HP706N0
Job Family:	N07-Nursing-Service
Grade:	W.G310
FLSA Status:	Nonexempt
Job Role:	Individual Contributor
Typically Reports To:	Director
Remote/Hybrid Eligible:	
Approval Date:	12/29/2022
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MISSION, VISION AND VALUES

UAB Medicine's **mission** is to provide life-changing care. Our **vision** is to be the leader in improving the health and lives of all we serve.

We expect all employees to adhere to our **core values** of Always Care, Own It, Work Together, and Do Right.

Own It – Be accountable; take action; make it happen.

Do Right – Follow through; work with principles; do no harm.

Always Care – Listen with empathy; be compassionate; support those in need.

Work Together – Think win-win; build consensus; play your role on the team.

General Responsibilities

Provides service to emergency medical services personnel (EMSP), trauma, stroke and ST-elevation myocardial infarction (STEMI) hospitals, aeromedical and the EMS system by linking all together based on patient needs and availability of trauma, stroke and STEMI resources. Records and retrieves trauma system data for quality improvement purposes. Communicates hospital divert status, assists with mass casualty incident patient destinations and assists EMSP with on-line medical direction coordination. May provide services statewide.

Key Duties & Responsibilities

1. Answers the trauma communications center (TCC) phone or radio with immediacy (no more than 3 rings) and serve the EMSP by retrieving the necessary information so that initial and secondary triage may be performed on trauma, stroke and STEMI system patients.
2. Communicates hospital availability to EMSP via phone or radio; links them with the receiving hospital if requested. Links to aeromedical dispatcher as necessary.
3. Performs secondary triage according to current Alabama Department of Public Health/Emergency Medical Services (ADPH/EMS) protocol.
4. Utilizes HEAR, SouthernLINC and telephone to link transporting EMSP to hospital.
5. Logs all key data on each patient including trauma, stroke and STEMI incident information.
6. Provides information as requested to other persons adhering to all TCC operations policies as well as patient confidentiality rules.
7. Maintains the trauma communication center in a clean, safe and functional manner at all times.

8. Performs other duties as assigned.

Minimum Requirements

High School diploma or GED required.

Licenses / Certifications / Registrations

Currently licensed, in good standing, as an Emergency Medical Technician-Paramedic (EMT-P) or National Registry of Emergency Medical Technicians (NREMT) certified as paramedic. Currently certified with Advanced Cardiac Life Support (ACLS) required.

Supervisory Responsibilities

No supervisory responsibility.

Budget Responsibilities

No fiscal responsibility.

Knowledge / Skills / Abilities

- Prioritization skills
- Written and verbal communication skills
- Ability to work under stress and respond effectively in emergency situations
- Ability to problem-solve
- Ability to multi-task
- Ability to operate various office machines including printers, computers and various software packages

Patient Population Served

No Patient Contact.

Body Fluid Exposure

Category III: Typical job duties involve no exposure to body fluids or tissue.

Physical Requirements

No physical requirements selected.

Environmental Exposure

No adverse environmental conditions expected.

Disclaimer

Please Note: The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned to the employee as necessitated by business demands. This job description does not constitute a contract of employment or otherwise limit UAB's employment-at-will rights at any time. Employees are expected to comply with all UAB policies and procedures during their employment.