



No. DHS/MCH&FW/NHM/ERS/29/2021-22 (L)

Meghalaya

Dated: 08.09.2022

ToR for various Position under ERS (DIAL-108)

Sub:- Terms of Reference (ToR) / Job Responsibilities for Various Positions under ERS (Dial-108) Operations.

Ref :- DHS/MCH&FW/NHM/ERS/29/2021-22/XXIV. Dated: 01/08/2022.

1. Position: Operations Managers.

Roles and Responsibilities:

- This position will overlook the management and operations aspect of both the ERC and Field Operations
- Shall be responsible for preparing of duty roster, scheduling of resources, manpower, Ambulances, attendance, leave & performance management of EMT and Ambulance drivers
- Tracking and submission of MIS & Management reports.
- Responsible for consistent compliance and safety practices across the fleet of assigned machines during post & pre-commissioning activities including operation & maintenance.
- Any other roles assigned by NHM, Meghalaya.

Remuneration: Rs.1,300/- (Rupees Thirteen Hundred Only) per shift.

2. Position: Emergency Response Centre Physician (ERCP) / Doctor.

Roles and Responsibilities:

- ERCP is a position that is designed to bridge the link between ambulance care and the care of a general practitioner. EMTs require permission from the physician to administer treatments such as defibrillation and drugs.
- Emergency Response Centre Physician (ERCP) advises patient care with the support of ERO, EMT to ensure optimal pre-hospital care
- Any other roles assigned by NHM, Meghalaya.

Remuneration: Rs.1,500/- (Rupees Fifteen Hundred Only) per shift.

3. Position: Instructor/ Trainer.

Roles and Responsibilities:

- Develop comprehensive plans to conduct EM training programs.
- Responsible for coordinating & executing regular training modules for EMTS/ Pilots (Internal/External).
- Ensuring Employee engagement and Motivation activities.
- Any other roles assigned by NHM, Meghalaya.

Remuneration: Rs.900/- (Rupees Nine Hundred Only) per shift



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4. **Position:** Team Leader

Roles and Responsibilities:

- This position will ensure the management and operations aspect of ERC Operations.
- Handling & dissemination of MIS reports.
- Effectively manage and motivate Field manpower for smooth operations.
- Call Monitoring & Field staff Monitoring.
- Any other roles assigned by NHM, Meghalaya.

Remuneration: Rs.860/- (Rupees Eight Hundred and Sixty Only) per shift.

5. **Position:** Supply Chain Manager.

Roles and Responsibilities:

- Collaborates with other departments and stakeholders to identify and maintain resources needed to establish and provide an effective supply chain.
- Establishes performance metrics for measurement, comparison, or evaluation of factors affecting the supply chain.
- Develops and maintains detailed inventories of materials and supplies located in the ERC and at bases.
- Maintenance of Impress amount of ambulances /Prompt submission of bills related to Fleet operations.
- Any other roles assigned by NHM, Meghalaya.

Remuneration: Rs.860/- (Rupees Eight Hundred and Sixty Only) per shift.

6. **Position:** Quality Compliance Analyst:

Roles and Responsibilities:

- Responsible for the statutory compliances /fuel utilization/scheduled servicing/ warranty claims as applicable
- Responsible for handling accident / break down resumption and prompt processing of the insurance claims
- Reviewing the audit observations / NCs closure and NC closure report
- Supporting the team in recruitment /Disciplinary issues/ Grievance redress/ IR Issues
- Ensuring partner relations with the district officials and Hospital authorities.
- Any other roles assigned by NHM, Meghalaya.

Remuneration: Rs.860/- (Rupees Eight Hundred and Sixty Only) per shift.

7. **Position:** IT Manager.

Roles and Responsibilities:

- Has to provide end-to-end role for the operations of the landscapes and the delivery of the day-to-day E2E application services
- Contact with Suppliers, Business team members up to middle management, and wide range of IT teams
- Working effectively and delivering Service Level Agreement (SLA) commitments across many organization boundaries, including ecosystem partners.
- Any other roles assigned by NHM, Meghalaya.

Remuneration: Rs.860/- (Rupees Eight Hundred and Sixty Only) per shift.

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8. **Position:** Fleet Executive.

Roles and Responsibilities:

- a. Taking care of efficient management of 108 Ambulances in the designated territory
- b. Provides services for minor / major repairs & servicing of Ambulances so as to facilitate and keep the field operations intact & operational.
- c. Any other roles assigned by NHM, Meghalaya.

Remuneration: Rs.800/- (Rupees Eight Hundred Only) per shift.

9. **Position:** Emergence Response Officer/ Tele callers.

Roles and Responsibilities:

- a. Responsible for taking all kinds of in-bound and out-bound calls.
- b. Track and monitor the location of Ambulance.
- c. Laisse with allied departments in providing necessary information whenever required.
- d. Screen helps facilitate and scope emergency, assign strategically located ambulance.
- e. Base-wise performance tracking:
 - o Trips - EM-IFT (Month on Month performance)
 - o Response Time (Start time, Base to Scene time, Scene to Hospital)
 - o Unavailable Ambulance Dispatch (UAD) (Tracker to follow-up why the case was tagged as UAD)
 - o Vehicle Busy (VB) {Nearest Idle base to cover when location is VB}
- a. Any other roles assigned by NHM, Meghalaya.

Remuneration: Rs.570/- (Rupees Five Hundred and Seventy Only) per shift.

10. **Position:** Emergency Medical Technician (EMTs).

Roles and Responsibilities:

- a. Providing Emergency Medical Care such as giving support during traumas and heart attack.
- b. To perform Cardiopulmonary Resuscitation (CPR), assessing the medical needs of the patient and providing prehospitalization emergency care such as controlling haemorrhage, treatment of shock, bandaging wounds, immobilization of painful, swollen, or deformed extremities, assist in emergency childbirth, manage general medical complaints of altered mental status, respiratory, cardiac, diabetic, allergic reaction, seizures, poisoning etc.
- c. Searching for medical identification emblems as a guide to appropriate medical care.
- d. Any other roles assigned by NHM, Meghalaya.
- e. EMT performance tracking:
 - o Response time (Start time, Base to Scene, Scene to Hospital)
 - o No Deassign case except Ambulance busy on case.
 - o Patient feedback report about EMT. Treatment, behavior and Care. Critical and Non-critical cases. Action against negative feedback.
 - o PCR accuracy report.



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- Attendance

Remuneration: Rs.800/- (Rupees Eight Hundred Only) per shift

11. **Position:** Drivers/ Pilots.

Roles and Responsibilities:

- After receiving calls from the dispatcher, drives the ambulance to address or location given, using the most expeditious route, depending on traffic and whether conditions. He must observe traffic ordinances and regulations concerning emergency vehicle operation.
- Maintains the ambulance in efficient operating condition.
- Assist in carrying and lifting the patients in and out of the ambulance and into the receiving medical facility.
- Determines that the vehicle is in proper mechanical condition by checking items required by service management. Maintains familiarity with specialized equipment used by the service.
- Restocks and replaces used linens, blankets and other supplies.
- Cleans all equipment following appropriate disinfecting procedures.
- Any other roles assigned by NHM, Meghalaya.
- PILOT performance tracking:
 - Response time (Start time, Base to Scene, Scene to Hospital).
 - Vehicle Maintenance (Storage of tools and Equipment, cleanliness, etc), KMPL.
 - Odometer tracking per trip.
 - Average maintenance cost.
 - No Deassign case except Ambulance busy on case.

Remuneration: Rs.570/- (Rupees Five Hundred and Seventy Only) per shift.

Note: The Attendance Tracking (in-time and out-time) and No unauthorized Duty Adjustment for all the above positions will also be monitored as a performance parameter.

Ram Kumar S *
Mission Director

The document is digitally approved. Hence signature is not needed.

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