

MILWAUKEE COUNTY JOB EVALUATION QUESTIONNAIRE

This form is designed to assist you in describing your departmental job. You are asked to fill this form out to outline the essential duties and responsibilities; and identify the knowledge, skills and abilities required to successfully perform the job. This form is used to request new job classifications, review current classifications, reclassification, reallocations, and general updates to the job description. **Note:** It is the job that is being evaluated, not the position/incumbent. Thank you for your cooperation.

GENERAL INSTRUCTIONS:

- Before beginning, please look over the entire questionnaire. Each question should be answered completely and accurately. If a question does not apply to this job, please indicate "N/A" (Not Applicable).
- To complete the questionnaire, please type and/or select your responses.
- If you wish to make additional comments, please use the space available in the "Additional Comments" section on page 6 of this questionnaire.

A. JOB IDENTIFICATION INFORMATION

Department (High Org):	480	Division (Low Org):	4845
Contact for this Study	Name: Jeffrey Trudell	Email: JEFFREY.TRUDELL@MILWAUKEECOUNTYWI.G	
	Title: EMS Operations Manager	Phone: 414-380-2452	
Current Job Title:	MIH Captain	Current Job Code:	
Health Screen Level:		Background Check Level:	
Job Reports To:	Title: EMS Operations Manager		
Request Type:	<input checked="" type="checkbox"/> Establish New <input type="checkbox"/> Review <input type="checkbox"/> Reclassification <input type="checkbox"/> Reallocation <input type="checkbox"/> Update Description <input type="checkbox"/> Other, Specify		

B. JUSTIFICATION STATEMENT

1. Attach an organizational chart.
2. Explain the events or changes that made this request necessary.
<p>The new Milwaukee County Mobile Integrated Health program will be led by an MIH Captain to equitably address the complex needs of individuals experiencing substance use disorder, mental health crises, and unmet social determinants of health. The MIH Captain leading the team will help bridge gaps between emergency response, primary care, and social services to provide proactive, coordinated care for vulnerable populations.</p>

C. ABOUT THE JOB

Job Status:	<input checked="" type="checkbox"/> Regular Full-Time	<input type="checkbox"/> Regular Part-Time	<input type="checkbox"/> Seasonal	<input type="checkbox"/> Contract
Shift:	<input checked="" type="checkbox"/> Day	<input checked="" type="checkbox"/> Evening	<input type="checkbox"/> Night	<input type="checkbox"/> Other:
Hours Per Week:	<input checked="" type="checkbox"/> >40 Hours	<input type="checkbox"/> 32-40 Hours	<input type="checkbox"/> 20-32 Hours	<input type="checkbox"/> <20 Hours
Travel:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, % Travel			
Will This Job Supervise/Manage?	<input checked="" type="checkbox"/> Supervise <input type="checkbox"/> Manage # of Direct Reports: 4 <input type="checkbox"/> N/A			
Fiscal Responsibility: Responsible for annual operating budget for department(s)/division(s)?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, please provide total amount?			

D. JOB SUMMARY:

<p>Briefly state, in several sentences, the principle purpose or function of the job. Respond by describing What the job is, What its major objective is, and Why does it exist.</p> <p>The MIH Captain is the leader of the MIH program, responsible for overseeing a multidisciplinary outreach team that delivers care to individuals experiencing substance use disorder and other issues. The primary objective is to coordinate and guide field operations of the clinicians ensuring that clients receive timely, compassionate, and integrated care and to provide clinical oversight and collaborate with community partners.</p>

E. ESSENTIAL DUTIES/RESPONSIBILITIES:

JOB RESPONSIBILITY LIST: Please describe the major elements of the job. List only the major functions, separately, in order of importance. Provide a one or two line descriptive statement for each duty so that someone not familiar with this kind of work can understand it. Weight the approximate percentage of allocated work time for each functional work activity (Round to the nearest **10%**). We do not need to know HOW the function is to be performed, but rather, WHAT it is to be performed. **Percentages should add up to 100%**

1.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Team Leadership and Oversight	% of Time: 30
	<i>Descriptive:</i> Supervise day-to-day operations of the MIH outreach team. Coordinate schedules and staffing of clinicians and social worker. Ensure the team is properly equipped, trained, and maintaining education requirements. Lead team meetings and case reviews to discuss client progress.		
2.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Field-Based Outreach and Engagement	% of Time: 30
	<i>Descriptive:</i> Lead and conduct engagement visits with individuals experiencing substance use disorder, behavioral health crises, high EMS utilization, & unmet social determinants of health. Build rapport and assess immediate needs in homes, shelters, or street settings.		
3.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Program Development	% of Time: 15
	<i>Descriptive:</i> Analyze data trends and outcomes to assess program effectiveness, support continuous quality improvement projects, and guide strategic decision-making to grow the team and its impact in Milwaukee County. Identify service gaps and recommend program enhancements.		
4.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Interdisciplinary Team Collaboration	% of Time: 10
	<i>Descriptive:</i> Participate in case reviews, planning meetings, and debriefs with paramedics, public health professionals, and behavioral health partners. Contribute to coordinated care strategies with hospitals, community resources, DHHS, etc.. Represent the team in community initiatives.		
5.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Accurate Documentation	% of Time: 10
	<i>Descriptive:</i> Thoroughly document entire client encounters consistent with expectations of Milwaukee County OEM-EMS. Maintain documentation of encounters, assessments, referrals, and outcomes while tracking key performance indicators for program evaluation		
6.	<input type="checkbox"/> Original <input checked="" type="checkbox"/> New	Job Duty: Administrative Duties	% of Time: 5
	<i>Descriptive:</i> Maintain records, ensure compliance with State, County, and Office policy, and support grant and program documentation efforts.		
7.	<input type="checkbox"/> Original <input type="checkbox"/> New	Job Duty:	% of Time:
	<i>Descriptive:</i>		
8.	<input type="checkbox"/> Original <input type="checkbox"/> New	Job Duty:	% of Time:
	<i>Descriptive:</i>		
9.	<input type="checkbox"/> Original <input type="checkbox"/> New	Job Duty:	% of Time:
	<i>Descriptive:</i>		
	<input type="checkbox"/> Original <input type="checkbox"/> New	Job Duty:	% of Time:

10.

Descriptive:

F. EQUIPMENT, TOOLS & MATERIALS, PERSONAL COMPUTERS, SOFTWARE

Please list all equipment, tools or materials required to perform the job along with the frequency.		Frequency			Type of Equipment			
		Daily	Weekly	Monthly				
1. Machinery: (i.e. Vehicles, Motorized Equipment, Heavy Machinery, etc)			X		Vehicles			
2. Hand Tools/Instruments: (i.e. Power Tools, Equipment, Weapons, etc.)		X			Computer, Phone, Medical equipment, Cardiac monitors			
3. Driving required?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	List License Types: (Required)		Valid Driver's License				
		List License Types: (Preferred)		CEVO / EVOC				
4. Personal vehicle required?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No						
5. Please list all <u>Technology, Systems and Software Knowledge</u> required to perform the job:								
Basic	Intermediate	Advanced						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Knowledge of all related computer and software applications, such as word processing and spreadsheets.					
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Other: IMAGETREND					
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Other: Zoll X-Series					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other:					

G. JOB COMPETENCIES

Internal/External Contacts: Please select all that apply.	
<input checked="" type="checkbox"/>	Exchange of basic information with internal and/or external contacts.
<input checked="" type="checkbox"/>	Maintain sensitive or confidential information.
<input checked="" type="checkbox"/>	Explain and gather information, answer queries, or provide assistance to internal and/or external contacts.
<input checked="" type="checkbox"/>	Persuade, conform or recommend course of action with internal and/or external contacts.
<input checked="" type="checkbox"/>	Perform with a high degree of authority in securing understanding and cooperation with internal and/or external contacts.
<input checked="" type="checkbox"/>	Maintain a continuing working relationship that can have a significant effect on the success of the organization.

Communication Skills: Select the level of language (ability to read, write and speak needed to successfully accomplish the essential duties of the job.) Please select all that apply.	
<input checked="" type="checkbox"/>	Read, write and comprehend simple instructions, reports, short correspondence and memos.
<input checked="" type="checkbox"/>	Speak effectively before both internal and/or external groups.
<input checked="" type="checkbox"/>	Read, analyze, and interpret safety rules, operating/maintenance instructions and procedure manuals, scientific/technical journals and procedures, government regulations, financial and legal documents.
<input checked="" type="checkbox"/>	Prepare and/or present written communications that pertain to controversial and complex topics.

Decision-Making: Please select <u>only one</u> of the following:	
<input type="checkbox"/>	Makes minimal decision-making responsibility.
<input checked="" type="checkbox"/>	Makes decisions of responsibility involving evaluation of information; decisions may require development or application of alternatives or precedents.
<input type="checkbox"/>	Makes decisions of responsibility and final results that affect more than one department or a department with multiple units; substantial analysis is required and many factors must be weighed before a decision can be reached.
<input type="checkbox"/>	Makes decisions of responsibility and final recommendations, which may result in the formulation of strategic plans of action to achieve the broad objectives for the organization; involves long-range future planning including scope, direction and goals.

Complexity, Judgment and Problem Solving: Please select all that apply.	
<input checked="" type="checkbox"/>	Understand and follow instructions.
<input checked="" type="checkbox"/>	Execute decisions within limits of standard policy and procedures.
<input checked="" type="checkbox"/>	Interpret and adapt to established practices and procedures using independent judgment to meet situations to which applications are not clearly defined.
<input checked="" type="checkbox"/>	Perform within difficult or complex working conditions or situations not easily evaluated; decisions require considerable judgment, initiative and ingenuity in areas there is little precedent.
<input checked="" type="checkbox"/>	Act independently in the formulation and administration of policies and programs for major departments or functions.

H. WORKING CONDITIONS

What are the physical, mental and environment demands for this job? Functions identified must coincide with the descriptive statement of essential duties and responsibilities for this job. The functions should focus on what is to be done and the processes traditionally used to achieve end results. For each of the following functional requirements, indicate the frequency in which it occurs in this job.							
PHYSICAL DEMANDS	N/A	Seldom (<25%)	Occasional (25% - 50%)	Frequent (50% - 75%)	Always (>75%)		
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Walking/Running	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Bending/Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Talking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Visual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Fine Dexterity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Manual Dexterity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Upper Extremity Repetitive Motion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Lifting/Carrying (lbs.)	<input type="checkbox"/> up to 05	<input type="checkbox"/> up to 10	<input type="checkbox"/> up to 15	<input type="checkbox"/> up to 20	<input type="checkbox"/> up to 25	<input type="checkbox"/> up to 30	<input checked="" type="checkbox"/> up to 100
Pushing/Pulling (lbs.)	<input type="checkbox"/> up to 05	<input type="checkbox"/> up to 10	<input type="checkbox"/> up to 15	<input type="checkbox"/> up to 20	<input type="checkbox"/> up to 25	<input type="checkbox"/> up to 30	<input checked="" type="checkbox"/> up to 100

NON-PHYSICAL DEMANDS	N/A	Seldom (<25%)	Occasional (25% - 50%)	Frequent (50% - 75%)	Always (>75%)
Analysis/Reasoning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communication/Interpretation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Math/Mental Computation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sustained Mental Activity (i.e. auditing, problem solving, grant writing, composing reports)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENVIRONMENTAL DEMANDS	N/A	Seldom (<25%)	Occasional (25% - 50%)	Frequent (50% - 75%)	Always (>75%)
Work Independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Task Changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tedious/Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
High Volume Public Contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Temperature Extremes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Loud Noises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Physical Danger	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Toxic Substances (i.e. solvents, pesticides, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: INFECTIOUS EXPOSURE	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WORK SCHEDULE: Please select all that apply.

- ☒ Routine shifts hours. Infrequent overtime, weekend, or shift rotation.
- ☐ Considerable irregularity of hours due to frequent overtime, weekend or shift rotation.
- ☐ Regular and/or frequent on-call availability; nature of work frequently requires irregular, unpredictable or particularly long hours.

DEMANDS/DEADLINES: Please select all that apply.

- ☐ Little or no stress created by work, employees or public.
- ☒ Intermittent or cyclical work pressures with occasional exposure to high stress work environments.
- ☒ High volume and variable work demands and deadlines that impose strain on a routine basis; frequent direct contact with individuals or exposure to highly stressful situation, demands or pressures.

I. EDUCATION, LICENSE, AND EXPERIENCE**EDUCATION**

Please indicate the MINIMUM educational level required:

- ☒ HS Diploma/GED
- ☐ Associate's Degree Area of specialization/major:
- ☐ Bachelor's Degree Area of specialization/major:
- ☐ Graduate Degree Area of specialization/major:
- ☐ Post Graduate Degree (PhD) Area of specialization/major:
- ☐ Professional Degree (Law, Medicine, etc.) Area of specialization/major:
- ☐ Other: Please indicate:

LICENSE/CERTIFICATION: (Please complete Section F on Page 3 for Driving Requirements/License(s))

What license(s), certification/certificate(s), registration(s), or other regulatory requirements/training:

Current Wisconsin EMT-Paramedic License
 NREMT-Paramedic Preferred
 BLS required, ACLS, and PALS preferred
 Community Paramedic Certification (or completion within 12 months of hire)

WORK EXPERIENCE

Please indicate the MINIMUM number of years of practical experience required.

- ☐ No experience
- ☐ Less than one year Area(s) of experience:
- ☐ One to three years Area(s) of experience:
- ☒ Three to five years Area(s) of experience: EMS with experience with populations impacted by SUD, behav. health crisis, etc.
- ☐ Five or more years Area(s) of experience:

SUPERVISORY/MANAGEMENT EXPERIENCE	
Please indicate the MINIMUM number of years of supervisory/management experience required.	
<input type="checkbox"/> No experience	
<input type="checkbox"/> Less than one year	Area(s) of experience:
<input checked="" type="checkbox"/> One to three years	Area(s) of experience: leadership or supervisory role
<input type="checkbox"/> Three to five years	Area(s) of experience:
<input type="checkbox"/> Five or more years	Area(s) of experience:

Supervisory/Managerial: If applicable, select the appropriate level of responsibility.	
<input checked="" type="checkbox"/>	Level 1 General instructing, scheduling, and reviewing the work of others performing the same or directly related work. Acts as "lead worker". Functional supervision only. Recommends personnel actions (hiring, termination, pay changes, etc.) but does not independently conduct.
<input type="checkbox"/>	Level 2 Scheduling, supervision, and evaluation of work of employees who perform similar work assignments. Conducts all aspects of personnel actions (hiring, termination, pay changes, etc.).
<input type="checkbox"/>	Level 3 Scheduling, supervision and evaluation of work as a "manager" of the first line supervisors; or perform supervision of workers who perform distinct and separate blocks of work. Oversees and conducts all aspects of personnel actions (hiring, termination, pay changes, etc.). Are there subordinate supervisors reporting to this job? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many?
<input type="checkbox"/>	Level 4 Scheduling, supervision and evaluation of work as a superior of "managers". Administers through subordinate managers, departmental multi-function programs or operations. Oversees and conducts all aspects of personnel actions (hiring, termination, pay changes, etc.). Are there subordinate supervisors/managers reporting to this job? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many?
<input type="checkbox"/>	Level 5 Scheduling, supervision, and evaluation of work as a superior of those in level 4. Are there subordinate supervisors/managers reporting to this job? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many?

List the names of the Positions and/or Department(s)/Division(s) supervised/managed by this job:	
<ul style="list-style-type: none"> MIH Clinician MIH Social Worker 	

J. ADDITIONAL COMMENTS

Please list additional items not covered in this questionnaire that would be helpful to the <u>Compensation Department</u> in understanding this job.	
<ul style="list-style-type: none"> This position will intergrate with Fire Departmnts to engage high risk patients with chronic disease and addiction. This position will lead a team of multidisciplinary clinicians to further support and connect patients to care where fire departments have limitations in their capabilities. Knowledge of Office 365 and how to generate, track and measure care plans are essential to this role. Good communication skills with a variety of populations and literacy levels 	

Please provide additional information and/or language so that <u>Employment & Staffing</u> can include it in the job announcement (Providing that the Compensation Department has approved).	
This is a temporary grant funded position at this time.	

K. SIGNATURES

SUPERVISOR'S/MANAGER'S CONFIRMATION:	
I have completed and/or reviewed the contents of this job evaluation questionnaire and consent to its accuracy.	
Supervisor/Manager Signature: <i>Jeffrey Trudell</i>	Date: 7/30/2025
Department/Division Head Signature: <i>Dan Pajar</i>	Date: 8/4/2025

Email the completed form to: hrcompensation@milwaukeecountywi.gov. Please ensure the subject line includes the Department High Org., and (if applicable) Low Org. number, Request Type (i.e. JEQ Request, JEQ Study,) (I.e. 1140/1140 JEQ Request)