

Emergency Medical Services - Director

This job description is intended to present a descriptive list of the range of duties performed by employee(s) in this municipality and is not intended to reflect all duties performed within the job.

SUPERVISOR: City Administrator

SUPERVISE: Paramedics, Advanced Emergency Medical Technicians, Emergency Medical Technicians and Volunteers for the Emergency Medical Service Department

SUMMARY DESCRIPTION

Responsible for daily operational and administrative aspects of the Emergency Medical Services for the City of Ashland. Oversees, coordinates and trains paid staff and volunteers to provide emergency medical treatment to those in need of medical care, with the goal of satisfactorily treating the presenting conditions, or arranging for timely transport to the next point of definitive care.

EXAMPLES OF WORK PERFORMED

ESSENTIAL FUNCTIONS: *The following examples of work are illustrative only and are not intended to be all inclusive.*

Develops, justifies, and implements operational and capital budget outlay for all emergency medical services activities.

Manages budget and oversees expenditures to assure fiscal responsibility as well as approves payroll for per call stipends of volunteers and all claims to be paid out of Ashland Rescue Squad budget.

Submits billing of 911 calls and interfacility transports in a timely manner to assure proper reimbursement.

Ensures proper patient care guidelines are met for each run and necessary documentation is completed as required by the State of Nebraska and criteria is met for appropriate billing levels.

Ensures maintenance of records and timely submission of required reports including those to patients and/or their designee.

Handles requests for information from patients, attorneys and all medical providers regarding a performed medical service and ensures confidentiality of patient care records related to Health Insurance Portability and Accountability Act.

Checks and maintains supplies for the mechanical maintenance of Squad and Rescue vehicles including all emergency medical equipment and devices as well as necessary cleaning of vehicles and equipment; complete required monthly, semi-annual, and annual testing of equipment as required.

Checks and maintains medical supplies inventory, including in all Squad and Rescue vehicles as well as necessary inventory levels at the station; maintains all compliance with DEA for controlled substances.

Directs the operations of the ambulance service by scheduling, planning, organizing, directing, and evaluating all activities of EMS Providers.

Manages the paid and volunteer schedule for EMS providers, making sure appropriate staffing is available for 911 calls and interfacility transports; manages schedule for dispatching crews for interfacility transports.

Provides direct supervision of ambulance volunteers and staff.

Handles personnel issues, with coordination from City Administrator.

Tracks and maintains records related to the Nebraska Volunteer Emergency Responders Incentive Act as stated in Nebraska State Statute 77-2715.07.

Develops and implements a comprehensive plan for recruiting and retaining volunteer personnel.

Actively participates in the recruitment and selection of volunteers and staff necessary to provide quality pre-hospital emergency medical services.

Formulates and implements quality assurance programs that ensure compliance with standards of practice.

Ensures compliance with all applicable laws and regulations.

Provides Mayor and City Administrator with recommendation regarding Physician Medical Director prior to renewal of existing contract or execution of new contract.

Maintains open and continued contact with Emergency Physician Medical Director to assure current and evidenced-based patient care guidelines are implemented.

Assures that all training standards and competencies are met by all members of the staff including Nebraska administrative guidelines for EMS Services (every 2 years).

Coordinates monthly training and conducts monthly business meetings with entire rescue department.

Responds to 911 Rescue calls, 911 ALS Intercept calls, 911 Fire calls when necessary, and interfacility transports that request non-emergency transport service as required.

Identifies, monitors and evaluates indicators that reflect the important aspects of care and/or service.

Acts within the National Incident Command System Structure on EMS/Fire incidents where needed.

Coordination with the Ashland Volunteer Fire Department on administrative tasks, training exercises, and other tasks as needed.

Schedules crews for EMS standby for public events (i.e. high school football games, etc.) when staffing available.

Coordinates with all applicable agencies, groups, teams, and other organizations to ensure local, regional and state coordination of matters related to emergency medical services.

Develops and maintains liaison within different institutions, government agencies, such as the state regulatory authority, volunteers, community, and professional organizations.

Develops, maintains and implements a system for education of the general public promoting emergency medical preparedness and makes public presentations as required.

Submits Department Head reports monthly and annually to City Council as requested.

Performs other duties as may be assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Basic and Advanced Life Support medical care methods, procedures and techniques, performance-based paramedic operations, training and reporting, policies and procedures employed by the Ashland Emergency Medical Services Department.
- Federal, state and local laws pertaining to the duties performed in the area of emergency medical services.
- Knowledge of medical procedures, terminology and medications.
- Knowledge of medical equipment and devices
- Rules and regulations pertaining to the laws of emergency medical services.
- Ability to use independent judgment in the performance of duties.
- The geography of the city and the zoning jurisdiction.
- Input and retrieval functions utilizing a variety of computer programs pertaining to the duties performed.

Ability to:

- Plan and direct a comprehensive emergency medical services program.
- Plan, assign, direct and supervise the work of paid staff and volunteers.
- Utilize sound independent judgement in stressful and emergency situations; analyze situations quickly and objectively and to adopt quick, effective reasonable courses of action with due regards to the surrounding hazards and circumstances.
- Make complex, difficult decisions and to develop plans for the safe and efficient operation of an emergency medical service.
- Have integrity and compassionate understanding for human pain.
- Develop and maintain accurate records, articulate findings in reports and train others in completing accurate reports.
- Bend or stoop repeatedly or continually over time to demonstrate and perform emergency medical procedures.
- Perform work requiring considerable physical exertion under challenging conditions.
- Bend and lift individuals from a variety of situations and physical positions.
- Ability to interact with and positively motivate paid staff and volunteers.
- Maintain the confidentiality of all communications, documents and correspondence.

- Deal with the general public in a courteous and tactful manner.
- Plan and organize a personal work schedule, set priorities and meet deadlines.
- Understand and follow both oral and written instructions.
- Communicate effectively, verbally and in writing, in English.
- Establish and maintain effective working relationships with the general public, other employees, and municipal officials.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Required to work in all climatic conditions including indoors or outdoors, extreme heat, cold, rain, snow, and ice during routine or emergency circumstances. May work in precarious places and be exposed to bodily fluids and airborne particles. Work hours may occasionally be required in times of darkness. Work requires extensive interaction with the general public and may be stressful when dealing with emergency medical situations.

Physical: Requires the physical skills necessary to provide Advanced Life Support (ALS) paramedic level pre-hospital emergency medical services in a wide variety of environmental conditions and sometimes in uncomfortable physical positions. While performing the duties, the incumbent is required to perform a considerable amount of physical activity including bending, lifting, kneeling, crouching, reaching, stooping and climbing. Must be able to talk, hear, use hands to finger, handle, feel or operate objects, tools, equipment or controls and must have the ability to transport themselves and others to facilities for care. Hand-eye coordination is necessary to operate various medical equipment and vehicles. Must be able to lift objects and individuals from various height levels. Must be able to lift and transport medical patients unable to walk on their own.

EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and ability is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Minimum of graduation from high school or GED equivalent. Must have a minimum of three (3) years of experience in management and command of EMS or Fire Rescue operations, or combination of related education and work experience in the EMS field. Demonstrated ability to manage complex tasks and multiple projects simultaneously, and to work well with the public, co-workers, and superiors.

Certifications/licenses:

Successful applicant/incumbent must obtain and maintain a valid Nebraska Motor Vehicle Operator's License without restrictions.

Licensed by Nebraska Department of Health and Human Services as a Paramedic (National Registry Certification preferred).

Certification as CPR-Health Care Provider by either American Heart Association (AHA) or Red Cross.

Certification in Advanced Cardiac Life Support (ACLS)

Certification in Basic Trauma Life Support (BTLS) or Prehospital Trauma Life Support (PHTLS)

Certification in Pediatric Advanced Life Support (PALS)

Recommended certification in Pediatric Education for Prehospital Professionals (PEPP)

Must already have obtained or be able within six months of appointment to obtain levels of Incident Command certifications consistent with duties of this position.

Capable of providing BLS instruction as continuing education and/or certification for volunteers and others, prefer American Heart Association Basic Life Support certification as instructor for BLS.