

FAIRFIELD COUNTY, SOUTH CAROLINA**JOB TITLE: CAPTAIN - EMS
EMERGENCY MEDICAL SERVICES DEPARTMENT****GENERAL STATEMENT OF JOB**

Under limited supervision, plans, coordinates and supervises Emergency Medical Services operations and activities, ensuring compliance with all applicable policies, procedures, laws, regulations, and standards of quality and safety. Responds to emergency calls, providing medical assistance at the paramedic level. Performs related administrative, supervisory and technical work as required. Represents EMS during community projects and in public, social, and business gatherings. Reports to the Director of Emergency Services.

SPECIFIC DUTIES AND RESPONSIBILITIES**ESSENTIAL JOB FUNCTIONS**

Assists the Director in the efficient operation of the department through planning, policy development, and the management of all emergency medical stations, personnel and equipment.

Assists Director in solving problems of in-service training, promotions, transfers, and discipline of personnel.

Directs and supervises duties of subordinate emergency medical personnel through the chain of command; supervisory duties include scheduling; instructing; assigning, reviewing and planning work of others; maintaining standards; coordinating activities; allocating personnel; selecting new employees; performance appraisal; acting on employee problems; and recommending employee transfers, promotions, discipline and discharge. Conducts performance appraisals for new employees, employee on probation, and on employees' annual anniversary date.

Enforces standard operating procedures to ensure department efficiency, productivity and compliance with all applicable policies, codes, laws and regulations, and standards of quality and safety. Responsible for the actions of all EMS employees on his/her shift.

Reviews the work of subordinates for completeness and accuracy; evaluates and makes recommendations as appropriate; offers advice and assistance as needed.

Provides for the adequate training of department personnel. Engages in studies and investigation related to improving medical code.

Reviews quality assurance standards, studies and existing EMS policies and procedures. Interviews staff and patients to evaluate effectiveness of QA program.

Maintains records of patient transports, and treatment of care. Reviews and evaluates all shift reports, accident and incident reports.

Arranges for staff of ambulances. Confers with employees to ensure ambulances are stocked and neat for service.

Assists with preparing reports for progress, problems, and plans for future implementation in emergency service for community.

Participates in short- and long-term planning for department growth and enhancement; assists in developing department policies and procedures.

Ensures prompt response to and the best possible control of emergency situations in order to protect the lives of those in need of assistance. Requests additional resources for the control of incidents as required; ensures safety at the scene.

Responds to emergency calls, providing advanced life support and emergency care to the sick and injured; responds to all situations involving a potential for mass casualties.

Assists with extrication procedures as necessary.

Responds as a member of the County hazardous materials incident response team.

Coordinates division activities with those of other divisions, departments and agencies as appropriate.

Ensures the proper maintenance of assigned equipment and vehicles; inspects vehicles and equipment for proper working condition; ensures vehicles and equipment remain in a constant state of readiness for emergencies.

Represents the department on various committees, councils, teams and task forces as required.

Receives and responds to complaints from the public regarding personnel and/or activities of the division.

Keeps abreast of new technology, methods and regulations for emergency medical assistance operations; attends meetings, conferences and continuing education classes as required and/or appropriate to enhance job knowledge and skills and maintain certifications.

Remains on call 24 hours per day for emergency response.

Receives and reviews shift reports, time sheets, budget reports, accident / incident reports, patient records, etc.

Prepares budget documents, policy and procedures, protocols, performance evaluations, and a variety of administrative reports, records and correspondence.

Refers to policies and procedures, laws, regulations, ordinances, budgets, emergency operations plans, maps, computer manuals, equipment manuals, etc.

Operates an assortment of equipment and hand tools used in rescue service, which may include response vehicles, cardiac monitor, pulse oximeter and other emergency medical equipment, extrication equipment, etc. Uses medical supplies and instruments, medications, etc.

Operates a computer, printer, two-way radio, telephone, calculator, copier, audio-visual equipment, camera, etc.

Interacts and communicates with various groups and individuals such as the department Director, other County department heads and employees, subordinates, other public safety and government agencies, municipal personnel, medical/hospital personnel, law enforcement personnel, accident/incident bystanders, patients, committee / council members, civic / community organizations, and the general public.

ADDITIONAL JOB FUNCTIONS

Performs general administrative/office work, including but not limited to preparing and reviewing reports and correspondence, entering and retrieving computer data, copying and filing documents, answering the telephone, ordering supplies and materials, attending and conducting meetings, etc.

Promotes goodwill through such publicity efforts as speeches, exhibits, question and answer sessions.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a vocational/technical diploma in related discipline supplemented by five to six years of progressive experience in emergency medical service programs, at least two years of which must have been in a managerial or supervisory capacity. Must complete required coursework and maintain EMT, Paramedic and CPR Instructor certifications. Must complete training as a radiological officer through the S.C. Emergency Preparedness Office. Must possess a valid state driver's license.

SPECIAL REQUIREMENTS

Must have the following licenses or certificates: EMT-P, CPR, Advanced Cardiac Life Support (ACLS), Pediatric Advanced Life Support, Hazardous materials: operational level, Rope Rescue Operations, Auto Extrication, Special Ops Team Skills, Confined Space Rescue Team, High Level Rescue Team, OSHA Hazmat Technician Team. NIMS 100, 200, 300, 400, 700 & 800.

ADA REQUISITES

Reasonable accommodations may be made to enable individuals with disability to perform the essential functions of this job.

Physical Requirements: Non-emergency tasks involve the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching and crawling, and the lifting, carrying, pushing and pulling of objects and materials of moderate weight (up to 20 pounds). Emergency tasks involve the ability to exert extremely heavy physical effort in very heavy work. Worker must be able to remain on feet for extended periods of time, withstand uncomfortable and/or dangerous physical conditions, and perform manual tasks; must be able to lift, position and/or carry weights in excess of 100 pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to subordinates and receiving assignments and/or direction from supervisor.

Language Ability: Requires ability to read a variety of policy and procedure manuals, technical manuals, equipment instructions, maps, medical reference books, etc. Requires the ability to prepare detailed reports, correspondence, records, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to apply influence systems in managing subordinates; to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to counsel and teach employees. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages including emergency medical response, budgeting, personnel, etc.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time and weight. Must be able to use practical applications of statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office and specialized machinery; to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, tools, medical instruments, etc. Must have significant levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency, unusual or dangerous situations, or in situations in which working speed and sustained attention are make or break aspects of the job. The worker may be subject to danger or risk to a significant degree, or to tension as a regular, consistent part of the job.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies of the Emergency Services Department as they pertain to the performance of duties of the Captain- EMS. Understands the role of the position in relation to the entire County operations. Has considerable knowledge of the functions and interrelationships of County and other governmental agencies. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has extensive knowledge of emergency medical response and treatment principles, protocols and practices. Knows how to determine and ensure safety on emergency scenes. Has the ability to use independent judgment and discretion in critical situations such as response to medical emergencies, hazardous materials incidents and other natural and man-made emergency/disaster situations. Is able to provide emergency medical assistance at the Paramedic level. Has skill in the use of emergency medical equipment and instruments. Is able to perform duties under adverse environmental conditions such as excessive heat, cold, odors, smoke, fumes / toxic agents, wetness, noise, humidity, machinery hazards, violence, electric currents, and disease. Is able to perform according to standards despite working long hours and intense, exhausting schedules. Has knowledge of and the ability to enforce applicable safety precautions. Is able to make sound, educated decisions. Has the ability to use independent judgment and discretion in supervising various programs including the handling of emergency situations, making quick decisions, determining procedures, setting priorities, setting schedules, maintaining standards and resolving problems. Has the ability to plan and coordinate the most effective use of personnel, facilities and resources to achieve department goals. Is able to help ensure compliance with all laws and regulations and control the activities of the department through effective supervision. Knows how to apply supervisory and managerial concepts and principles; has knowledge of administrative principles involved in developing, directing and supervising various programs and related activities. Has the ability to offer instruction and advice to subordinates regarding departmental policies, methods and regulations. Is able to perform employee evaluations and to make recommendations based on results. Is able to provide proper training for employees, including explanations and written instructions in order to ensure that standards and regulations are understood and implemented. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Has the ability to plan, organize and prioritize daily assignments and work activities. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Has comprehensive knowledge of the terminology and various professional languages used within the department. Is able to communicate in a firm and tactful manner with various agencies, members of the public, and County departments and is persuasive in such communication. Has the mathematical ability to handle required calculations. Has knowledge of modern office practices and technology, including the use of computers for data processing and records management.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

Planning: Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding such activities and works to ensure such expectations are met. Develops and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve such goals and objectives.

Organizing: Efficiently organizes own work and that of subordinate staff. Ensures that personnel understand what results are expected of them, and that each is regularly and appropriately informed of all matters affecting or of concern to them.

Staffing: Works with upper management, where appropriate, to select and recommend employment of qualified personnel. Personally directs the development and training of personnel under charge, ensuring their proper induction, orientation and training.

Leading: Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to personnel under charge concerning their performance. Commends and rewards personnel under charge for outstanding performance, and takes timely and appropriate disciplinary action as necessary. Exercises enthusiasm in influencing and guiding others toward achievement of established goals and objectives.

Controlling: Provides a work environment which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of established standards, methods and procedures.

Delegating: Assigns duties as necessary and/or appropriate to meet goals, enhance abilities of personnel under charge, build their confidence and assist them in personal growth. Has confidence in personnel under charge to meet new or additional expectations.

Decision Making: Exercises discretion and judgment in developing and implementing courses of action affecting functions under charge. Recognizes when a particular policy, procedure or strategy does not foster the desired result, and moves decisively and explicitly to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of functions under charge. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change that supports achievement of goals and objectives.

Human Relations: Strives to develop and maintain excellent rapport with personnel under charge. Listens to and considers their suggestions and complaints, and responds appropriately. Establishes a work environment to promote and maintain mutual respect.

Policy Implementation: Has a clear and comprehensive understanding of policies regarding functions under charge and the function of the organization. Adheres to policies in the discharge of duties and responsibilities, and ensures the same from personnel under charge.

Policy Formulation: Maintains awareness of changes in operating philosophies and policies, and routinely reviews policies to ensure any changes in philosophy or practice are appropriately incorporated into functions under charge. Recognizes and understands the relationship between operating policies and practices and morale and performance. Strives to ensure that established policies enhance same.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.