

FAIRFIELD COUNTY, SOUTH CAROLINA**JOB TITLE: OPERATIONS MANAGER - EMS
EMERGENCY MEDICAL SERVICES DEPARTMENT****SPECIFIC STATEMENT OF JOB**

Under limited supervision, plans, coordinates and conducts training for EMS employees and rescue squads; maintains related records and reports. Responds to emergency medical and hazardous materials incident calls, providing medical assistance at the paramedic level. Performs related technical work as required. Reports to the Director of Emergency Medical Services.

ESSENTIAL JOB FUNCTIONS

Assists the EMS Director and serves in his absence.

Has overall responsibility for the EMS training program by planning and conducting orientation and training programs for the EMS employees.

Directly supervises employees in the Transport Crew. Supervisory duties include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Supervises employees during the absence of the Director.

Organizes and writes EMS procedure manuals and guides for use by EMS personnel.

Plans, coordinates and conducts training for EMS employees and rescue squads, including training for EMT recertification. Schedules classes and teaches routine EMS procedures to personnel. Explains policies, rules, employee benefits, and organizational structure of institution.

Collaborates with instructors from other agencies to provide training.

Accurately documents all training activities and prepares related reports. Maintains records for DHEC approved in-service training program.

Reviews literature dealing with funds available through grants from governmental agencies and private foundations to determine feasibility of developing programs to supplement local annual budget allocations.

Writes grant application, according to format required, and submits application to funding agency or foundation.

Reviews quality assurance standards, studies existing policies and procedures, and interviews personnel and patients to evaluate effectiveness of quality assurance program.

Monitors patient care reports and activities; consults medical control physician as appropriate; notes deficiencies in quality of care and conducts remedial training of employees as needed.

Procures and maintains inventory of EMS supplies and materials.

Prepares payments requests for rescue squad services.

Compiles, tabulates and reports information from run reports to the EMS state office.

Responds to emergency calls, providing advanced life support and emergency care to the sick and injured.

Performs such procedures as intubation, cardiac activity monitoring, administering medications, electrical cardioversion and/or defibrillation, IV therapy, needle decompression, and others as permitted according to certification.

Requests additional resources for the control of incidents as required; ensures safety at the scene.

Assists with extrication and other rescue procedures as necessary.

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

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 and training; attends meetings, conferences and continuing education classes as required and/or appropriate to enhance job knowledge and skills and maintain certifications.

Keeps public informed of EMS programs, accomplishments or point of view. Promotes good will through such publicity efforts as speeches, exhibits, and question/answer session. Represents EMS during community projects and at public social and business gatherings.

Receives and reviews medical information updates, quality improvement reports, training materials, run reports, patient care reports, accident / incident reports, etc.

Prepares training schedules, quality care review reports, EMT recertification requests, purchase order requests, training materials, incident reports, and a variety of other reports and records.

Refers to policies and procedures, regulations, medical protocols, medical texts, training manuals, maps, computer manuals, equipment manuals, etc.

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

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

Interacts and communicates with various groups and individuals such as the immediate supervisor, co-workers, department Director, other County employees, medical/hospital personnel, law enforcement personnel, fire department personnel, other emergency medical service units, accident/incident bystanders, patients, vendors, and the general public.

As Safety Director: Has overall responsibility for the entire Safety Program. The Safety Director plans, implements, coordinates and assesses the EMS and hospital accident, fire prevention, and occupational safety and health programs under general direction of the Hospital Administrator. Develops and recommends new procedures and approaches to safety and loss prevention based on reports of incidents, accidents, and other data gathered from employees.

Disseminates information to department heads and others regarding toxic substances, hazards, carcinogens, and other safety information. Assists department heads and administrators in enforcing safety regulations and codes. Develops, measures and evaluates effectiveness of safety programs, using established goals.

Coordinates safety committee meetings as required by regulations.

NON-ESSENTIAL JOB FUNCTIONS

Performs general housekeeping as required.

Participates in public education / community relations efforts and events as required.

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, attending meetings, etc.

Performs related duties as required.

EDUCATION, EXPERIENCE AND CERTIFICATION REQUIREMENTS

Requires an Associate's degree from a two year college or technical college in safety, health or related field supplemented by three to five years of progressive experience in emergency medical service programs, two of which have been as an instructor. Must complete required coursework and maintain EMT, Paramedic, Advanced Cardiac Life Support Instructor, Haz-Mat Technician, and CPR Instructor certifications, Special Ops Team Skills, Confined Space Rescue Team; High Level Rescue Team; and any other certifications deemed necessary by department head. Must possess a valid state driver's license. NIMS 100, 200, 300, 400, 700 & 800.

ADA REQUISITES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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 trainees 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, training manuals, etc. Requires the ability to prepare detailed reports, correspondence, records, training materials and 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 and 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 training personnel; 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 teach employees. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages including emergency medical response, training, 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.

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. Requires close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

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 Operations Manager – EMS. Has knowledge of the functions and interrelationships of County, Hospital and other governmental agencies. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has considerable knowledge of the principles and practices of vocational education and training. Is able to plan, coordinate and conduct a comprehensive training program for EMS personnel and rescue squads. Is able to provide effective training for employees, including demonstrations, explanations and written instructions in order to ensure that practices, standards and regulations are understood and implemented. 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 maintain assigned EMS equipment and vehicles. 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 help ensure compliance with all laws and regulations and control the activities of the department through effective training and performance monitoring of crew members. Has the ability to offer instruction and advice to co-workers regarding departmental policies, methods and regulations. 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 prepare records and reports with accuracy and in a timely 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.