



EMERGENCY MEDICAL SERVICES MANAGER

DEFINITION

Under general direction, directs, manages, and coordinates the activities and operations of multiple programs or specialty functional areas with El Dorado County Emergency Medical Services (EMS), such as Ambulance Billing (AB) and Hospital Preparedness (HPP) programs; ensures compliance with applicable federal and state legal and regulatory requirements; maintains and manages EMS, AB, and HPP policy/program development, decisions and plans; collaborates with community agencies and organizations; coordinates, and manages the work of supervisors and staff in setting and achieving program goals and objectives; and coordinates assigned activities with other divisions, departments, outside agencies, and the general public.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management staff, typically an Assistant Chief Administrative Officer or Deputy Chief Administrative Officer. Exercises general supervision over management, supervisory, professional, technical, and administrative support staff either directly or through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a management-level classification that oversees the El Dorado County Emergency Medical Services (EMS), Ambulance Billing (AB), and Hospital Preparedness (HPP) programs. This role involves managing multiple program development, ensuring compliance with legal and regulatory requirements, and coordinating with various entities to enhance pre-hospital care. It assists in administering and monitoring countywide emergency medical services operations, programs, and the pre-hospital medical care system. This class is distinguished from the Program Manager and the EMS Agency Medical Director, in that the former typically works in a single program and the latter provides medical supervision and consultation to all system participants providing medical care in El Dorado County's EMS system, emphasizing the medical aspect of care delivery.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Plans, directs, monitors, and evaluates the effectiveness of comprehensive EMS services, Ambulance Billing, and Hospital Preparedness programs, including needs assessment, program design and planning, implementation, evaluation, and regulatory enforcement.
- Manages and participates in the development and implementation of strategic goals, objectives, policies, and procedures for the EMS, AB, and HPP programs; recommends and administers policies and procedures.
- Negotiates and/or participates in the negotiation of contracts with providers (e.g., ambulance, paramedic, etc.) hospitals, and other providers.
- Acts as a liaison between senior-level management, advisory boards and commissions, regulatory bodies, and program staff to ensure that all appropriate policies and guidelines are followed and that programs are funded with adequate resources to maintain mandated and expected levels of service.
- Assists in preparing and monitoring program budgets; prepares financial reports, develops grant proposals, designs grant projects and administers grant funds.

- Supervises, selects, trains, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.
- Oversees the collection analysis, and evaluation of complex data; reviews the preparation of a variety of statistical and other reports regarding the EMS, AB, and HPP programs, system operations, etc.
- Reviews standards, procedures, protocols, and agreements to ensure that consistent, effective pre-hospital services are provided throughout the system. Works closely with the EMS Agency Medical Director in all matters of medical control.
- Works closely with the County Public Health Officer to accomplish the functions specified in California Health and Safety Code 1797.153, the Medical Health Operational Area Coordination (MHOAC) Program.
- Advises and /or makes presentations to the Chief Administrative Office, and members of the Board of Supervisors on EMS, AB and HPP program matters.
- Serves as a County representative on a variety of committees and regional meetings.
- Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws, and new business trends; makes recommendations of the implementation of changes; reads and interprets professional literature; attends training programs, workshops and seminars as appropriate.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Advanced principles and practices of EMS, AB, and HPP program administration, program development, and evaluation.
- Principles and practices of leadership.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Applicable federal, state, and local laws, codes, rules, and regulations pertinent to EMS, Ambulance Billing, and pre-hospital emergency medical care and training.
- The funding process in a municipal environment as related to budgeting, cost accounting, and financial planning and management.
- Principles of administrative management and governmental organization.
- Principles and practices of public administration, coordinated response to emergencies, organization, budget, management analysis, modern information systems applications, and organizational development.
- Community organization and resources.
- Principles of training and education.
- Emergency medical care system operations, requirements, management, and planning, particularly fire-based systems.
- Principles, practices, and methods of effective public relations.
- Principles, methods, and techniques of effective research.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.

- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Provide administrative, management, and professional leadership for the assigned area of responsibility.
- Determine EMS, AB, and HPP program objectives and priorities to achieve an integrated, focused approach to achieve those objectives.
- Assist in developing and implementing goals, practices, policies, procedures, and work standards related to the administration of an emergency pre-hospital care system.
- Coordinate the implementation of policies, plans, and procedures.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance objectively and positively.
- Analyze and evaluate statistical data and reports related to EMS, AB, and HPP programs, and prepare periodic reports required by County, state, and federal agencies.
- Effectively enforce laws, rules, and regulations in a professional, courteous manner.
- Understand, interpret, apply, and explain County policies, and state and federal legislation related to EMS.
- Research and analyze complex issues and problems, evaluate alternatives, and develop and implement effective courses of action.
- Prepare complex grant applications, proposals, and contracts.
- Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

A combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying; however, education may not solely substitute for the required experience.

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in business administration, public administration or health administration, or a closely related field;

AND

Three (3) years of experience working in an administrative capacity in a private or public health agency, or fire-based or private ambulance service or hospital, which included involvement in fiscal management, program planning, development, and administration, of which at least two (2) years must include the supervision of professional and technical staff.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California Driver's License and a satisfactory driving record.

PHYSICAL DEMANDS

The mobility to function in a typical office environment and utilize standard office tools, including a computer. Adequate vision is necessary for assessing emergencies and reading both printed material and computer screens. Effective communication skills, including hearing and speech capabilities, are essential for interacting in person, addressing groups, and engaging in telephone conversations. Depending on the specific assignment, standing and walking between work areas may be necessary. Finger dexterity is required to access, enter, and retrieve data using various devices, such as a computer keyboard, typewriter keyboard, or calculator, as well as operating standard office and EMS equipment. Individuals in this classification may occasionally engage in activities like bending, stooping, kneeling, reaching, and pushing or pulling drawers to retrieve and file information. Additionally, candidates should be capable of lifting, carrying, pushing, and pulling materials and objects weighing up to 25 pounds. Reasonable accommodations will be provided for individuals on a case-by-case basis to ensure an inclusive work environment.

ENVIRONMENTAL CONDITIONS

Employees primarily work in an office environment with moderate noise levels and controlled temperatures and may occasionally work outdoors and be exposed to loud noise levels and cold and/or hot temperatures. Employees may interact with members of the public while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work after hours, weekends, and holidays as needed.