



## **EMERGENCY MEDICAL SERVICES SUPERVISOR**

### **DEFINITION**

Under general direction, performs advanced, difficult, and complex analytical work in the coordination and development of the El Dorado County Emergency Medical Services (EMS) programs; supervises the work of staff; ensures compliance with applicable federal and state legal and regulatory requirements; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Manager and Medical Director of EMS. Exercises technical and functional direction over assigned program staff and volunteers.

### **CLASS CHARACTERISTICS**

This is a single position supervisory-level classification responsible for supervising the work of a group of subordinate staff supporting EMS programs. The incumbent is responsible for overseeing and coordinating daily administrative and technical activities, ensuring that EMS providers in the county conform with federal, state, and local regulations, guidelines, and standards related to the delivery of pre-hospital emergency medical care; and overseeing and assisting in developing policies, procedures, and medical protocols.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

- Plans, organizes, coordinates, assigns, and supervises employees, operations, and activities related to EMS programs.
- Assists the EMS Manager in the overall coordination of the EMS programs including program planning and preparation of various reports/plans to the state.
- Oversees the evaluation of new paramedics and nurses working in emergency settings based on established criteria;
- Monitors and evaluates EMS training programs and continuing education programs for compliance with state and local regulations.
- Collects, analyzes, and evaluates complex data; prepares a variety of statistical and other reports regarding the EMS program and system operations.
- In conjunction with the EMS Medical Director, researches, reviews, and makes recommendations for new policies and procedures regarding pre-hospital care services based on current California law; reviews and/or drafts policies, procedures and protocols that pertain to medical control of pre-hospital care personnel.
- Oversees and investigates care problems in the pre-hospital setting; reviews and produces written reports regarding consumer and provider complaints, responds to inquiries relating to the delivery of EMS and recommends corrective action when necessary. Reviews, monitors and evaluates compliance with the policies, procedures and protocols used by EMS system participants.
- Participates in the designation and re-certification of specialty care centers, including advanced life support base and receiving hospitals and trauma care centers, conducts on-site visits for evaluation for compliance with state and local regulations.
- Reviews, monitors and reports on compliance with the policies, procedures and protocols used by all EMS system participants in El Dorado County.

- Attend appropriate EMS related committee meetings; staff committees as assigned.
- Evaluates employee performance; counsels employees and effectively recommends initial disciplinary action; assists in selection and promotion.
- Assists with the development, implementation, and evaluation of EMS programs.
- Develops and maintains effective working relationships with all community groups and other health service agencies related to or affected by program operations; serves as program representative to various advisory groups on EMS issues.
- Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws, and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops, and seminars as appropriate.
- May act on behalf of the EMS Manager, including acting as the Medical Health Operational Area Coordinator (MHOAC) to ensure the coordination of a wide range of county and community health and hospital functions during county-wide emergencies when necessary.
- Operates a motor vehicle to travel to County facilities, provider sites, and community locations to attend meetings, conduct site visits, and support EMS program coordination and compliance activities.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of program planning, development, implementation, and administration.
- 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, regulatory codes, ordinances, and procedures relevant to emergency services and emergency disaster preparedness planning.
- Techniques for investigating, researching, and auditing emergency medical practices and methodologies.
- Medical pre-hospital, Emergency Medical Technician (EMT) and Paramedic practices.
- Techniques for effectively educating community groups and other health service agencies.
- 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:**

- Recognize, analyze, and evaluate limitations and challenges of pre-hospital responses to medical emergencies.
- Plan, organize, and coordinate diverse program activities.
- Supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop, implement, and modify county-wide pre-hospital emergency operations and response plans.
- Design and implement process improvement plans and measure performance to new standards.

- Analyze, understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant governing EMS activities.
- 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.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- 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.
- Safely operate a motor vehicle and travel to various locations in the performance of compliance, privacy, audit, investigation, and oversight duties.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any 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.*

Sixty (60) college semester units or ninety (90) quarter units from an accredited college or university;

AND

Two (2) years of experience working as a Registered Nurse, or Paramedic in an emergency services/9-1-1 setting; and at least one (1) year of related lead experience.

Experience performing program planning, development and evaluation in a private or public health agency. Fire-based EMS, private ambulance service or hospital experience is desirable.

**Licenses and Certifications:**

- Possession of a valid California license as a Registered Nurse or Paramedic.
- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various county and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

Employees work primarily in an office environment with moderate noise levels and controlled temperature conditions, and occasionally in the field where they may be exposed to inclement weather. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

Must be willing to work after hours, weekends, and holidays as needed; and travel within and out of the county including occasional overnight stays of one or more days.