



**JANUARY 2019**  
**FLSA: EXEMPT**  
**Bargaining Unit: MA**  
**JCN: 0163**

## **MANAGER OF EMERGENCY MEDICAL SERVICES AND EMERGENCY PREPAREDNESS AND RESPONSE PROGRAMS**

### **DEFINITION**

Under general direction, directs, manages, and coordinates the activities and operations of the El Dorado County Emergency Medical Services (EMS) and Emergency Preparedness and Response (EPR) programs; ensures compliance with applicable federal and state legal and regulatory requirements; maintains and manages EMS and EPR policy/program development, decisions, and plans; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Deputy Chief Administrative Officer. Exercises supervision over professional, technical, and administrative support staff either directly or through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is a single position management classification is responsible for establishing policy and administering the fiscal and programmatic activities of the County's EMS and EPR systems, and exercises direct and indirect supervision over lower-level professional, technical, and/or administrative support staff. The incumbent is responsible for securing the participation and cooperation of a variety of entities, including government, health and community organizations, committees, and agencies in the accomplishment of effective pre-hospital care. The incumbent is responsible for developing and implementing program goals, objectives, and standards in addition to furthering County goals and objectives. Performance of the work requires the use of considerable independence, initiative, political acumen, and discretion within established guidelines.

This class is distinguished from the lower class of the Program Manager, in that this class is responsible for the overall management and oversight of both the EMS and EPR programs.

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

- Plans, directs, monitors, and evaluates the effectiveness of comprehensive EMS services and EPR 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 and EPR 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 health care 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, motivates, 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 and EPR programs, system operations, etc.
- Reviews standards, procedures, protocols, and agreements to ensure that consistent, effective pre-hospital services are provided throughout the system.
- Serves as Medical Health Operational Area Coordinator, on-call 24/7, to assure the coordination of a wide range of County and community health and hospital functions during county-wide emergencies.
- Advises and/or makes presentations to the Chief Administrative Office, and members of the Board of Supervisors on EMS and EPR 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 for 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 and EPR 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, EPR, 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, emergency planning, mitigation, and 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 and EPR 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 in an objective and positive manner.
- Analyze and evaluate statistical data and reports related to EMS, 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:**

*Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.*

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, and at least two (2) years of supervisory experience over professional and technical staff.

A master's degree in public administration, health administration, public health, or a closely related field is desirable.

**Licenses and Certifications:**

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

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to assess emergency situations, including medical incidents and to read printed material and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Depending on assignment, standing in work areas 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 and EMS 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 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.