

POSITION DESCRIPTION

EMERGENCY MEDICAL SERVICES DEPARTMENT

EMERGENCY MEDICAL SERVICES DIRECTOR

MAJOR PERFORMANCE RESPONSIBILITIES

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

1. Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
2. Manages and oversees, either personally or through subordinate supervisors, daily operation of the Emergency Medical Services (EMS) Department including EMS billing and emergency medical operations.
3. Establishes priorities for department activities; delegates assignments to and placement of personnel; ensures proper allocation of personnel and other resources; disseminates information and special orders.
4. Organizes workflow and prepares schedules; reviews payroll; approves timesheets and leave time; oversees department training and quality assurance efforts.
5. Assists with preparation of short-term and long-term range management plans; evaluates and determines proficiency level of the department and personnel; identifies areas requiring improvement; formulates and executes action plan to correct deficiencies.
6. Develops, interprets, and/or implements standard operating and testing procedures, policies, training programs, general orders; establishes and reviews employee and departmental goals and objectives.
7. Instructs and directs subordinates regarding proper procedures and protocol of the department; reviews all work for compliance with standards, policies, and procedures; schedules and coordinates in-service training for personnel.
8. Meets with county officials regarding major policies affecting the administration of the department; recommends the improvements and changes as appropriate.
9. Oversees and reviews EMS billing activities including electronic billing, spreadsheets, and reports; responds to patient billing questions/complaints as patients' last resort; resolves consumer billing issues.
10. Coordinates with HR for internal investigation as required in personnel misconduct, complaints, inquiries, and incidents; researches, approves, implements, and documents counseling and/or disciplinary action.
11. Coordinates EMS activities with other county departments, municipal agencies, conducts and participates in multi-agency emergency exercises to evaluate preparedness.
12. Monitors dispatch and radio traffic of all calls to ensure proper response; oversees and ensures optimal deployment and accountability for physical resources.
13. Responds to 911 emergencies and provides Incident Command on-scene as needed for emergency calls involving natural and man-made disasters, rescue, and other critical incidents; coordinates activities with other agencies.
14. Responds to questions, complaints and requests for assistance from the general public, patients, fire, law enforcement, and medical personnel, various agencies employees, officials, supervisors, or other individuals.
15. Coordinates with the Clerk for responses to public records request.
16. Serves as liaison between the department and the Board of County Commissioners administrative office.

17. Supervises selection process of new recruits and administrative personnel; assist HR with conducting applicant interviews during the hiring process; makes hiring decisions and personnel recommendations.
18. Prepares for, attends, and testifies in courtroom hearings and judicial proceedings as required.
19. Evaluates facilities needs and equipment demands for the department based on calls for services, equipment, serviceability, inventory forms, and assigned equipment lists.
20. Establishes priorities for anticipated departmental requirements for each fiscal year; prepares and submits annual budget information; recommends budget revisions as appropriate; administers approved budget and monitors operational expenditures for fiscal compliance.
21. Attends official functions as directed, commissioner and community meetings; makes presentations and public speeches.
22. Oversees completion and accuracy of county records including equipment, vehicles, supplies, and other county purchased items; reviews documents processed by subordinates; provides technical assistance as needed.
23. Maintains a comprehensive, current knowledge and awareness of applicable emergency medicine techniques, policies, procedures, codes and laws.
24. Schedules and conducts departmental staff meetings; attends seminars, workshops, and in-service training sessions as appropriate; serves on special panels, boards and/or committees; reads professional literature; maintains professional affiliation.
25. Cooperates with federal, state, and local law enforcement agencies and its officers or representatives when activities are related to investigations within county jurisdiction.
26. Operates a personal computer, printer, calculator, copy facsimile machines, telephone, radio or other equipment necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.

ADDITIONAL FUNCTIONS

1. Reviews and approves community EMS programs or events.
2. Answers the telephone; provides information, guidance and assistance; takes and relays messages and / or directs calls to appropriate personnel; returns calls as necessary.
3. Performs other related duties as required.
4. In the event of a declared state of emergency, employees in this classification may be called to work during days or hours other than those for which they are regularly scheduled.
5. Reports to County Coordinator and Board of County Commissioners.

KNOWLEDGE, ABILITIES, SKILLS AND REQUIREMENTS

Must have a tenure in Emergency Medical Services with three (3) years of managerial experience in an Advanced Life Support Emergency Medical Service System, EMS operations supervisor, or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must meet all promotional eligibility requirements and certifications. Must possess and maintain a valid Florida Driver's License with an applicable endorsement and maintain eligibility requirements and endorsement(s) to drive a County vehicle. Must maintain a valid state license as a Paramedic. Must attain and maintain valid Cardiopulmonary Resuscitation (CPR), EVOC (Emergency Vehicle Operation Course) certifications (16 hours).

WORK CONDITIONS AND PHYSICAL ENVIRONMENT

This position may require serious physical exertion and/ or muscular strain and the expected, daily physical activity associated with this position includes frequently reaching, turning, twisting, pulling, pushing, stepping, squatting, kneeling, and routine periods of standing for extended lengths of time. This position involves exposure to extreme heat and cold, rain, noise, strong odors, dust, pollen and possible toxic or caustic conditions on an extending and routine basis. Persons wishing to fill this position must be able to work at a desk for prolonged periods, in a moving vehicle, and to stand for prolonged periods.

The person filling this position may regularly endure extended periods with little or no sleep.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgement in determined time, pace and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to function in a managerial capacity for a division or organizational unit. Includes the ability to make decisions on procedural and technical levels.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools, and/or materials requiring complex and/or rapid adjustments, or to assemble, combine, or process complex and/or sensitive materials.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgement to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgement, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

Union County is an Equal Opportunity Employer. Reasonable accommodations will be made for otherwise qualified individuals, in compliance with the Americans with Disabilities Act (ADA).

UPDATED: August 2021