

Job Description for:
EMS Manager
(Emergency Medical Services)

Division: Emergency Medical Services

Reports to: Chief of the Department or their Designee

Supervises: All EMS Paid Staff Personnel

Job Definition

The Full Time (40 Hours/wk) Emergency Medical Services Program Manager administers and manages all aspects of AVFR's Emergency Medical Services (EMS) program and performs the highest level of program analysis and management. **This is a full-time 40 hr/wk position with routine/typical hours of 8am – 4pm. However, there will be times when hours worked will be outside the typical/routine schedule.**

This position is accountable to fulfill AVFR's responsibilities for the response district as defined in Gloucester County EMS response plan in accordance with VAOEMS, PEMS and AVFR's guidelines and successfully administer professional services with the Medical Director (MD) for clinical oversight of the prehospital EMS services, including, licensing, certification, training, quality assurance, scope of practice, and standards of equipment.

Distinguishing Characteristics

The EMS Manager is distinguished by the requirement for substantial expertise in and skill in administering the regulatory and oversight aspects of a rural/sub-urban emergency medical services system. The incumbent is responsible for functional direction of EMS programs, projects, and all EMS paid staff positions. The position is also distinguished by; external contacts developed and maintained by this position are critical to the overall program success and the incumbent must exercise significant initiative, resourcefulness and independent judgment when interpreting established policies, goals and objectives and when addressing sensitive, political, legal and otherwise complex system issues. The Emergency Services Program Manager reports directly to the Chief or their designee for issues related to the Agency's EMS program.

Essential Job Functions

Incumbent must be able to perform the essential functions of the job with or without reasonable accommodation.

Primary Responsibilities

- Assures a fully staffed and qualified team of 2 ALS and 2 BLS medics is scheduled 24/7/365.
- Assured fleet and EMS equipment is maintained, safe, and fully operational.
- Assure daily assignments/duties are completed.
- Respond to emergencies as needed.
- Communicate in a timely manner. EMS Committee will designate a secondary contact person in case of unavailability.
- Brings building maintenance issues to designee for repair.
- Regularly meets with scheduled staff.
- Assured new hires and volunteers are professionally trained and precepted in a timely manner.
- Has office hours that can capture weekend and nightly schedules.
- Investigates complaints on performance issues and personnel behaviors.
- Works with EMS Committee to hire new medics.
- Strives to create an organization wide sense of cohesiveness.
- Quickly become familiar and proficient with AVFR EMS management software.

Secondary Responsibilities

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- Develops, recommends, coordinates and oversees the EMS provider procurement process.
- Serves as liaison to Board of Directors which provides direction and guidance on the EMS services, finance, and performance for the Agency
- Develops and recommends EMS program goals and objectives
- Oversees administration of the Gloucester County EMS Response Plan.
- Develops and manages the EMS annual budgets through monitoring expenditures, forecasting funds, identifying grant sources.
- Recommends, develops and implements program and policy changes relating to EMS
- Oversees emergency vehicles, equipment, and supplies inspections for VAOEMS license compliance.
- Ensures compliance with established rules, ordinances, and regulations; interact regularly with, boards, committees, councils and the communication/dispatch center to identify and resolve problems and seek appropriate creative solutions.
- Administers the statistical analyses of response time data to evaluate system effectiveness; prepare oral and written reports; coordinate communications on audit reports.
- Participates in evaluating and analyzing quality assurance programs for pre-hospital medical care; attend quality assurance meetings; evaluate data and make recommendations.
- Answers questions and provide information to the Chief/Assistant Chief EMS including letter writing, proposal development and making formal presentations.
- Assist, represent and advise the Chief and Assistant Chief EMS on issues related to EMS.
- Provides input on the development and implementation of Agency policies and procedures.
- Prepares staff reports, requests for proposals, project scoping reports and decision packages, including long term upgrade planning; project research, scoping and cost estimating; and overseeing project implementation from inception to completion
- Assists with grant proposals.
- Application of Emergency Medical Services knowledge and expertise in program oversight including broad knowledge of up-to-date trends, technology, regulations and laws
- Develops and presents related reports and proposals to the AVFR Board of Directors, Emergency Medical Services Committee, management team, user agencies, vendors and other interested stakeholders
- Administers the program's budgets, grants, and professional services contracts.
- Represents the Agency at meetings; serves on committees as requested.
- Provides information and assistance to other departments, outside agencies, and the public on assigned functions.
- Performs related duties as assigned.

Qualifications

Knowledge of:

- Principles and practices of emergency medical services, public/private sector organization, program operations, and budgeting.
- Principles and practices of project management, contract and grant administration, including research, development and implementation of projects/programs, vendor, contractor and user agency coordination
- General medical services, terminology, equipment, and systems
- Modern administrative methods and procedures, business correspondence and report preparation, statistical analysis and evaluations
- Application and interpretation of Agency policies and procedures as well as local, state and federal laws and regulations relevant to the program area
- Effective research and record keeping methods and techniques

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Ability to:

- Effectively facilitate/attend meetings as needed
- Coordinate a comprehensive EMS program for the organization.
- Interpret applicable laws and regulations, develop and recommend enforcement alternatives to the appropriate authority
- Respond, resolve and coordinate resolution of difficult and sensitive citizen inquiries and complaints
- Apply critical thinking, problem solving and collaborative approaches to improving program services
- Analyze situations thoroughly, identify potential problems, and find effective solutions
- Interpret and apply administrative and departmental policies and procedures
- Establish and maintain positive and professional working relationships with managers, other Agency staff, other governmental jurisdictions, vendors and the public
- Effectively communicate and express ideas both orally and in writing.
- Apply appropriate independent initiative, discretion, judgment and organizational skills to a variety of projects, assignments and situations. Understand and execute complex oral and written instructions. Apply available guidelines, policies or procedures in diverse situations.
- Prepare and present written correspondence, reports and materials in clear, correct and comprehensible terms from general notes and concepts.

Experience and Education – Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job will be considered. A typical way to obtain the knowledge and abilities would be:

- At least five years of progressively responsible emergency management and/or emergency medical services experience, including project management.
 - Candidate does not necessarily need technical expertise in all program areas, but incumbent must be able to come up to speed quickly in order to understand staff responsibilities, be a resource to staff who are technical experts and maintain a good general working knowledge of AVFR's technical systems
- Bachelor's degree in business administration, public administration, emergency management, emergency response or a related field. A Master's degree in a related field may substitute for some of the required experience.
- Candidates must successfully pass pre-employment reference and criminal history checks
- Candidates and incumbents must have ability to perform the essential functions of this position with or without reasonable accommodation

Work Environment (Essential functions)

Work is performed primarily in an office setting, with occasional field work as necessary for functional oversight, and with moderate travel to and from local and regional trainings, meetings, conferences or similar. Incumbent works with personal computers, telephones, and other general office equipment that require detailed dexterity. Work involves moderately extensive keyboarding and manual dexterity, and also entails general reaching, stretching, and lifting of standard office supplies and materials, such as paper, binders, and files. Some walking, bending and carrying light items is required.

Physical Demands typically involve, but are not limited to:
Hearing and Speaking:

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- Hear, understand and respond to verbal information in person, by phone or radio
- Speak clearly and concisely in English to a broad variety of small or large audiences, including verbally presenting information or responding to inquiries at Board meetings, public or political hearings, and related
- Hear, understand and respond using telephones, radios and other communications equipment
- **Seeing and Reading:**
- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats
- See and use all related communications equipment including telephones, radios and computer monitors
- **Mental acuity and alertness:**
- Understand, research and respond to complex and varied information and instructions, including broad application of policies, procedures, laws, and regulations under complex circumstances
- Manage and accomplish multiple tasks and priorities in a timely manner and with a high level of accomplishment and accuracy
- Think through all aspects relating to issues or problems; identify, recommend and implement solutions
- Balance diverse responsibilities utilizing independent initiative, judgment and discretion
- Be generally available for on-call and/or irregular hours in case of emergency situations, such as activations of the Emergency Coordination Center
- **Manual dexterity and typing:**
- Moderate use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in an office or communications center setting
- Performing regular tasks requiring general manual dexterity
- **Physical dexterity:**
- Sit, stand or walk as necessary
- Stretch, reach, or lift objects or materials that are heavy
- Performing regular tasks requiring the manual dexterity of an EMS provider when in the field