

## **EMERGENCY MEDICAL SERVICES MANAGER**

### **Definition:**

Under general direction, plans, organizes, oversees, coordinates, and reviews the Emergency Medical Services (EMS) program for the Fire Department; administers current and long-term planning activities; manages the effective use of program resources to improve organizational productivity and services; provides complex and responsible support to the Fire Chief in areas of expertise.

### **Essential Duties and Responsibilities:**

The following responsibilities and essential duties are performed on a frequent and recurring basis by an incumbent. These are not to be construed as exclusive or all-inclusive, other duties may be required and assigned.

Plans, coordinates, monitors, and evaluates the City's EMS program including the Paramedic and Emergency Medical Technician (EMT) pre-hospital care system; ensures medical aid in the City is handled appropriately.

Develops and implements policies and procedures for the EMS program, including medical operational procedures and protocols for Paramedic and EMT personnel based on state, county, and local regulations.

Coordinates, schedules, and conducts the required Continuing Medical Education (CME) and skills maintenance sessions for Paramedics and EMTs; evaluates training results to ensure performance standards are met; and monitors the Paramedic accreditation process to ensure compliance with state, county and local laws and regulations.

Develops, implements and manages the Quality Improvement Program; identifies training needs; coordinates, facilitates and/or conducts and evaluates EMS training activities as appropriate; tracks, maintains records and generates corresponding reports regarding certification and other educational and licensing requirements; recommends and/or implements corrective action as necessary; assists the base hospital and the Orange County EMS Agency with quality improvement; ensures Orange County EMS Agency reporting requirements.

Represents the City at designated receiving hospital facilities.

Evaluates equipment used by Paramedics and EMTs in providing pre-hospital care; ensures the addition, elimination or changes of equipment as needed; orders new equipment and parts, supplies and materials as required.

Responds to field incidents when required for fire ground rehabilitation of Firefighters or other duties.

Serves as a liaison for EMS related issues with state and local regulatory agencies, medical and fire agencies, and personnel.

Serves as a resource to the supervising Captains regarding evaluation of Paramedic and

EMT personnel.

Investigates complaints and inquiries related to the EMS program and oversees, recommends, and coordinates corrective action.

Trains, evaluates, and motivates personnel to ensure performance meets department standards; assists in the development, delivery, and evaluation of other training programs, not related to the EMS program, for the Fire Department as necessary

Participates in the development and implementation of goals, objectives, and priorities for the EMS program.

May manage the delivery of cardiopulmonary resuscitation (CPR) training for employees and citizens; ensures compliance with applicable regulations and standards.

May monitor and evaluate EMS expenditures.

Directs, assigns, monitors, and evaluates the work of assigned staff members.

Maintains records and prepares reports and administrative summaries.

Researches, prepares, and presents various reports related to the EMS program to City Council, other City departments and the public.

Operates a personal computer and uses applicable software.

Drives a vehicle on City business depending on area assigned.

**Other Duties and Responsibilities:**

Performs other projects/tasks as assigned.

Lifts and carries boxes of files and records weighing 30 pounds or less.

**Class Characteristics:**

Emergency Medical Services Manager is a single incumbent non-sworn position assigned to the Fire Department responsible for managing EMS program activities.

**Qualification Guidelines:**

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

**Knowledge of:**

Principles, practices, procedures and responsibilities of an EMS program, pre-hospital EMS, and patient care.

Applicable county and state EMS policies.

Administration of EMS quality assurance practices, procedures, and regulations.

Principles and practices of organization, management and administration as applied to municipal fire department/EMS programs.

Practices and techniques for budgeting, purchasing and report writing.

Principles and techniques of program monitoring; evaluation tools/methods used in measuring the quality of EMS.

Principles and practices of adult teaching and group training methods.

Research and reporting methods, techniques, and procedures.

Applicable federal and state rules and regulations related to area assigned.

English usage, spelling, grammar, punctuation, and report writing techniques.

Modern office practices, methods, and computer equipment and applications related to the work.

Conflict resolution techniques.

Techniques for providing a high level of customer service.

Methods of making effective oral and written presentations.

**AND**

**Ability to:**

Effectively manage and coordinate a comprehensive EMS program.

Establish a comprehensive Quality Improvement Program.

Collect, interpret, and evaluate program operation data; evaluate and revise program objectives and procedures.

Analyze emergency response and operations problems; plan, coordinate, and initiate actions to implement decisions and/or recommendations.

Develop and conduct classroom and practice training courses and programs.

Prepare administrative and financial reports.

Recommend and implement goals, objectives, policies, and procedures for providing assigned services.

Understand, interpret, and apply general and specific administrative policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.

Plan, organize, schedule, assign and review the work of others.

Conduct research and analysis.

Work independently, understand, and follow verbal and written directions, and use independent judgment and initiative; analyze situations quickly and accurately and take effective actions.

Work collaboratively with other departments, government officials, and outside agencies.

Operate modern office equipment including computer equipment and applicable and specialized software.

Organize work, maintain accurate records, and adhere to multiple deadlines and handle multiple projects.

Communicate effectively orally and in writing and make oral presentations to groups.

Read and write at the level required for successful job performance.

Handle job stress and maintain a professional demeanor and remain calm and composed in demanding situations.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Education and Experience:**

Any combination of training and experience which provides the required knowledge, skills, and abilities is considered qualifying. A typical way to obtain the required qualifications is:

An Associate of Arts or Science degree with major coursework in nursing, health, health care, public administration, or a related field. Bachelor's degree or higher desirable.

**AND**

Five years of experience as a registered Nurse or licensed Paramedic working in emergency medical services including two years of experience coordinating and maintaining a pre-hospital emergency medical services or similar type program.

**Special Requirements**

Possession of a California Registered Nursing License (RN) and/or California Licensed Paramedic at time of appointment and throughout employment in this position.

Valid and appropriate California Driver License and acceptable driving record at time of appointment and throughout employment in this position. Employees in this classification will be enrolled in the Department of Motor Vehicles Government Employer Pull Notice Program.

Must be able to work a flexible schedule to accommodate City needs which may include responding during evenings, weekends and holidays for an emergency situation impacting the City. May be required to work prolonged periods of time during an emergency or for events and/or training.

The City of Fullerton's Conflict of Interest Code requires that an Emergency Medical Services Manager file financial disclosure statements in accordance with state and local laws.

California Government Code §3100 – 3109 requires that all public employees are to be declared disaster service workers and shall take and subscribe to the related oath or affirmation as required.

### **Physical Requirements**

Work is performed primarily indoors in an office environment with outdoor/on-site work as needed. When work is performed outdoors there may be full exposure to the elements. The incumbent uses a computer keyboard and screen, drives a vehicle on City business, grasps, sits, stands, walks, and may twist, bend, reach, kneel, crouch, crawl, climb stairs and inclines and may lift, move, push, pull, drag, and carry boxes of files and other items weighing 30 pounds or less. When performing outdoors/on-site work the incumbent may walk and stand on slippery and uneven surfaces and be exposed to dust, chemicals, solvents, grease/oil, fumes, electrical and mechanical hazards, and vehicular traffic. The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

**Fair Labor Standards Act Designation:** Exempt

Established August 2022