

Hampshire County Emergency Medical Services Director

JOB SUMMARY:

CORE DUTIES AND RESPONSIBILITIES: The statements here are intended to describe the general nature of work being performed by people assigned to this position. They are not intended to be constructed as an all-inclusive list of all responsibilities and duties. Other duties may be assigned.

This position is located in the Hampshire County Emergency Service Agency. The incumbent is supervised by the HCESA Advisory Board and Hampshire County Commission and entails command-level administrative and management work in emergency medical services. Incumbent serves as senior executive staff to all HCESA staff, and the incumbent oversees the delivery of a countywide EMS system while providing support to Volunteer Fire and Rescue and Emergency Management services. Personal contacts are with high-level county staff and EMS Fire and Rescue personnel to plan and coordinate work and exchange information; with other EMS, Fire and Rescue personnel to provide work direction, supervision and guidance; and with the public to provide information and emergency assistance as required. The incumbent plans, conducts, and coordinates work in budget, procurement, personnel administration and training, maintenance and security of buildings, grounds and equipment, and aids other departmental divisions as required. The incumbent attends monthly meetings and updates the Advisory Board and the Hampshire County Commission. The work affects the efficiency and effectiveness of EMS, Rescue and emergency management programs and services, and the medical care within Hampshire County. The work is performed by established policies and procedures that are generally applicable but may require employee modification in unusual situations. The assignments require initiative and resourcefulness, analysis and assessment of unusual problems or emergencies.

JOB DESCRIPTION:

- Provide cordial, responsive and accurate customer service
- Directs, supervises, and evaluates command-level personnel and oversees the direction, supervision and evaluation of subordinate personnel
- Ensures performance standard requirements, including but not limited to attendance standards, project/assignment deadlines, scheduled work breaks, etc. are met
- Prepares the agenda and presents regular reports to the Advisory Board and County Commission
- Overall responsibility for clinical care, staffing program planning and management, maintenance of vehicles, equipment and facilities
- Oversees quality assurance reviews of career, part-time, and Reserve emergency medical service providers
- Familiar with the language of the county fee ordinance and able to discuss questions and answers as they arise
- Prepares annual budget, assists with departmental budget, and monitors system budget allocations and expenditures

- Makes presentations at governmental, departmental and community meetings as directed
- Coordinates, develops and reviews established policies and procedures and emergency medical units and other rescue apparatus
- Prepares written operational, training and personnel reports
- Provides timely, appropriate responses to requests/suggestions/complaints or refers such comments to the appropriate person
- Communicate information and state problems or challenges to be resolved in a clear, concise, courteous, non-discriminatory and professional manner and be able to provide clarification as necessary
- Analyzes CAD data to determine trends in response time and resource utilization
- Ensures compliance with accreditation and governmental standards
- Reviews and recommends patient care guidelines, policies, and operational procedures
- Conducts compliance audits for the organization to test compliance with established laws, regulations, company policies and managerial guidelines
- Develop, support and deliver data analysis and services such as dashboards, scorecards, and reports to measure and trend key quality metrics and performance improvement initiatives and support regulatory reporting requirements
- Always maintain the security and privacy of all company and patient information under HIPAA and all other local, state and federal regulations
- Present billing errors and exemption requests to the Advisory Board and County Commissioners
- Remediates staff as identified in organizational processes (Policy and procedure, QA, Medical Direction, Medical Command, etc.)
- Performs other related duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of the organization, functions, rules, regulations, policies and procedures of the Hampshire County Emergency Service Agency
- Thorough knowledge of Emergency Services administrations, personnel management and budget administration
- Thorough knowledge of local and state laws governing EMS and Rescue activities
- Ability to read, analyze and interpret professional journals, medical protocols and procedures, statutes, methods and governmental regulations
- Ensure the accountability system for controlled substances, other drugs and equipment used by EMS staff

- Maintain secure staff records
- Ability to communicate effectively, both orally and in writing
- Ability to communicate tactfully and effectively with the public
- Ability to use radio communication equipment effectively
- Ability to safely operate an emergency response vehicle
- Ability to lead groups and projects with ease
- Flexibility and ability to work on multiple projects
- Possess the ability to perform duties of this position independently, without direct supervision. The incumbent will receive only general consisting of reviewing, approving and evaluating his or her performance

MINIMUM QUALIFICATIONS:

EDUCATION, CERTIFICATIONS AND/OR LICENSURE:

- Possession of a Class E West Virginia Motor Vehicle Operator's License (or the equivalent from another issuing state) or the ability to obtain such a license within 30 days of employment to the position
- Possession of a West Virginia Paramedic certification issued by the WV Office of Emergency Services
- Possession of Emergency Vehicle Operations Certification
- National Incident Management System IS 800, IS 700, IS 100, IS 200, IS 300, IS 400
- Proficiency in Microsoft Office Suite, Outlook and Internet applications
- Five years of demonstrated work experience in EMS management, risk management, privacy and/or compliance programs preferred
- Equivalent combination of education and experience. This description lists the primary duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those in this document and may require specific job-related knowledge and skills.

WORK ENVIRONMENT:

- Work is performed in a variety of conditions and sometimes outside. Occasionally works near moving mechanical parts, in high precarious places, and outside weather conditions. Occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, and electrical shock and vibration risk
- Involves exposure to heat, cold, dirt and other unpleasant conditions. An employee in this class is exposed to the risk of serious injury, requiring protective clothing and strict observance of safety precautions and procedures

-The noise level in the work environment is usually moderate; however, occasionally it is very loud when exposed to sirens, air or gasoline/diesel-operated equipment, helicopter engine noise, or rude/irate people

-Many hazards are involved, both in driving to the locations of emergency incidents and at the scenes of the emergency incidents. These include, but are not limited to, working in elevated and/or confined places, exposure to toxic atmospheres, weather extremes and the extreme heat caused by fires.

-Exposure to various illnesses and diseases; exposure to physically threatening victims/patients or other individuals. Exposure to bodily fluids, bloodborne and airborne diseases, viruses and other communicable diseases. Exposure to highly unhealthy and/or physically dangerous living conditions at victim's/patient's dwellings, including lack of electricity or extremely limited lighting.

COMMENTS:

-This position has been designated as an ESSENTIAL POSITION. It may be required to report to or remain on duty when County offices are closed due to inclement weather or other reasons.

-An employee in this position may occasionally be required to work shift work, weekends and holidays and/or remain on standby, but will not routinely or regularly be staffed as the primary provider.

-Employees must conform to applicable policies and safety rules.

This description lists the primary duties and requirements of the job and is not all-inclusive.

ADDITIONAL JOB DESCRIPTION:

Scheduled weekly hours: 40

The Director is appointed by and serves at the will and pleasure of the Hampshire County Commission. Position is full-time and eligible for full benefits as set forth in the Hampshire County Employee Handbook. Salary to be determined based on experience.

HAMPSHIRE COUNTY EMERGENCY SERVICES AGENCY
Employment Application

APPLICANT INFORMATION			
Last Name		First	M.I. Date
Street Address			Apartment/Unit #
City		State	ZIP
Phone		E-mail Address	
Date Available	Driver's License Number/State		Desired Salary
Position Applied for			
Are you a citizen of the United States?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If no, are you authorized to work in the U.S.? YES <input type="checkbox"/> NO <input type="checkbox"/>
Have you ever worked for this company?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If so, when?
Have you ever been convicted and/or charged with a felony or any theft crime?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If yes, explain

EDUCATION			
High School		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree
College		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree
Other		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree

REFERENCES	
<i>Please list three professional references. (References may not be a relative)</i>	
Full Name	Relationship
Company	Phone ()
Address	
Full Name	Relationship
Company	Phone ()
Address	
Full Name	Relationship
Company	Phone ()
Address	

HAMPSHIRE COUNTY EMERGENCY SERVICES AGENCY
 Employment Application

PREVIOUS EMPLOYMENT			
Company		Phone ()	
Address		Supervisor	
Job Title	Starting Salary \$	Ending Salary \$	
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			
Company		Phone ()	
Address		Supervisor	
Job Title	Starting Salary \$	Ending Salary \$	
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			
Company		Phone ()	
Address		Supervisor	
Job Title	Starting Salary \$	Ending Salary \$	
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			

MILITARY SERVICE	
Branch	From To
Rank at Discharge	Type of Discharge
If other than honorable, explain	

DISCLAIMER AND SIGNATURE	
I certify that my answers are true and complete to the best of my knowledge.	
If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release. My signature confirms that I authorize the Sheriff or designee to complete a thorough background investigation of my past and I agree to not hold anyone liable for any information obtained during my background investigation. I understand that I am not entitled to review information obtained during a background investigation.	
Signature	Date