

Hampshire County Emergency Medical Services

Chief of Operations

Job Description

Introduction:

This position is located in Hampshire County, WV. The incumbent reports directly to Hampshire County HSEM and or HSEM deputy director, and will adhere to guidelines and suggestions set forth by the EMS Advisory Board who in turn report to the Hampshire County Commission. This position will provide oversight to the Hampshire County EMS Career Personnel, and will also perform the duties of field paramedic. This position will require the incumbent to work with the tax department on ordinance fees and exemptions. This will include site visits to verify and check exemption request, and report the finding back to the board. The incumbent will be responsible for coordinating w/ the Hampshire Emergency Medical Services Association (HEMSA) in an effort to supplement the EMS response of the 6 existing volunteer EMS squads currently operating in Hampshire County.

Summary of Duties:

Responsible for the day-to-day operations and administration of the Hampshire County Emergency Medical Services Career Personnel. Plans, organizes, coordinates, and evaluates functioning of ambulance service; conducts training and supervision of staff in order to insure delivery of consistent high quality care; develops written protocols, policies, and procedures; organizes, coordinates, and evaluates all functions of the ambulance service; represents the department, and county, at local and regional meetings; prepares and manages the budget; prepares an agenda and presents regular reports to the Hampshire County EMS Advisory Board; overall responsibility for clinical care, staffing, program planning, maintenance of vehicles, equipment, and facilities. This position will also be required to be a working member of the staff and responsible for daily coverage, emergency responses, and call coverage. The person chosen for this position will need to be very familiar with the language in the County fee ordinance, and able to discuss and answer questions with the public as they may arise.

Supervision Received:

Works under the general supervision of the director of Hampshire County HSEM and or his deputy director, and will adhere to guidelines and suggestions set forth by the EMS Advisory Board who in turn report to the Hampshire County Commission.

Supervision Exercised:

Directly supervises the operations of all Hampshire County EMS Career Personnel. This will require at times working day or night shifts, to insure proper operations.

Essential Duties and Responsibilities:

- Manage day-to-day operations of the paid Hampshire County EMS Career Personnel
- Establish work schedules, and all associated tasks, to manage Hampshire County EMS Career Personnel
- Ensure patient and employee safety in all areas of operations
- Respond to calls involving emergency medical, fire, and hazmat incidents; and may have command and control responsibilities; respond to nonemergency calls to assist the public and other response agencies; take appropriate action to minimize the loss of life and property.
- Oversee staff issues to include disciplining and coaching of employees, encouraging continuing education and professional development; providing work-related training.
- Make recommendations to EMS Advisory Board for purchase or acquisition of ambulances, supplies and equipment
- Provide public relation information and training to the citizens of Hampshire County
- Develop and update policies and procedures
- Develop and update protocols, working closely with the Medical Director and medical staff
- Ensure all Hampshire County EMS protocols, policies, and procedures are followed by all staff members
- Ensure the integrity of the security and accountability system for controlled substances, other drugs and equipment used by EMS staff
- Perform full-time and part-time employee yearly evaluations
- Oversee training and mentoring for new employees in the areas of essential duties and responsibilities as outlined in the EMS position job description
- Oversee and ensure on-going education, training and mentoring of EMS staff
- Review patient reports and billing forms to ensure adequate and accurate documentation of services
- Supervise, review, correct, and approve patient care reports
- Maintain patient confidentiality and oversee HIPAA laws and regulations
- Maintain and secure staff records
- Maintain up-to-date knowledge of federal and state laws, rules, and regulations related to all aspects of EMS
- Prepares, monitors, and works within the approved budget
- Ensure all licenses, certifications, and documents are current and in place
- Maintain certifications, skills, and knowledge needed to function at the paramedic level
- Represents Hampshire County in a variety of local, county, state, and other meetings
- Maintain positive working relationships with local and surrounding hospital physicians and staff, law enforcement, public works, fire, volunteer agencies, and other agencies as deemed necessary
- Maintain station facilities, ambulances, and equipment by performing light and heavy general cleaning, and maintenance.
- Maintain knowledge of county geography, streets, roads, and buildings.
- Work with the Assessor staff to research questionable exemption request and/or billing errors.
- Review and discussion of yearly bills to residents.
- Working with the tax office to correct billing issues.
- Present billing errors, and exemption request to the Commission for approval/denial.
- Other duties as assigned.

Desired Minimum Qualifications:

Education and Experience:

- High school diploma or GED equivalent; college or university course work in medical studies or related field desired
- Must possess strong oral and written skills
- Five years of experience as a paramedic
- West Virginia Paramedic Certification
- Supervisor/Management experience preferred
- Must possess a valid driver's license
- EVOG
- NIMS 100, 200, 700 and 800
- NIMS 300 and 400 required or must be obtained as soon as class is available
- BLS, ACLS, PALS Certifications
- Possess skill in emergency communication techniques in order to accurately obtain information from, and relay information to, dispatchers, firefighters, and other emergency services personnel.
- Possess the ability to perform the duties of this position independently, w/ out direct supervision. The applicant will receive only general supervision consisting of reviewing, approving, and the evaluation of his/her performance.

Special Requirements:

- Must be twenty-one (21) years of age or older at the time of hire
- Must have no felony convictions or disqualifying criminal history within the past seven years
- Ability to read, write and speak the English language
- Must be a U.S. Citizen

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work is performed while intermittently sitting, standing, walking, bending, crouching, kneeling, climbing and descending stairs, balancing, stooping and reaching. The work is often performed while wearing PPE and could be while carrying additional equipment. The ability to use hands to operate objects, tools or controls is necessary. The employee will lift light and heavy objects including patients and equipment. The employee is required to be able to lift a 200 lb. patient with assistance from another partner. A high degree of dexterity is necessary. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work is typically performed in an office, stockroom, outdoors and at the scene of emergency incidents. The employee may be exposed to fire, smoke, noise, dust, dirt, grease, machinery with moving parts, contagious or infectious disease or pathogens, irritating chemicals, and occasional hot, cold, or inclement weather. The work requires the use of protective devices such as masks, goggles, gloves and all protective clothing associated with EMS operations.

Selection Guidelines:

Formal applications; rating of education and experience; oral interview; reference checks; background checks; drug screening; and pre-employment medical examination may be required. NOTE: Appointees will be subject to completion of a standard probationary period. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of a specific statement of duties does not exclude them from the position if the work is similar, related, or a logical assignment of the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job changes.