

**DELAWARE COUNTY  
EMERGENCY MEDICAL SERVICES**

**TITLE:**

Captain

**JOB OBJECTIVES:**

Individual provides direction to Emergency Medical Services Unit, staff personnel, and consistently enforces the Standard Operating Guidelines, policies, and procedures of Delaware County. Individual is responsible for supervising staff personnel involved in administering emergency medical care to the general public. Individual reports to the Chief of Emergency Medical Services.

**ESSENTIAL JOB FUNCTIONS:**

- Responds to all high incident emergency calls when situation requires supervisory assistance and decision-making authority and also takes medical incident command on major incidents;
- Reviews condition of EMS stations, vehicles, and equipment and tracks equipment at each station and hospital;
- Maintains appropriate staffing levels required to operate Emergency Medical Services Units;
- Recommends, administers and enforces, in a consistent manner, Standard Operating Guidelines, departmental policies and procedures, including, but not limited to adherence to medical protocol;
- Establishes and maintains working relationships with all other emergency response entities;
- Supports EMS and other programs by working with local agencies to include attending meetings, conferences, workshops, training sessions, and performing a variety of public relations duties;
- Oversees and insures the efficient operation and quality control of Delaware County's EMS programs;
- Supervises staff involved with EMS program to include, but not limited to, assigning work, planning and estimating project completions, monitoring

performance, training employees, interviewing staff, conducting annual evaluations and resolving problems, grievances and personnel situations;

- Plans, schedules, organizes, and supervises the work of the EMS personnel, including, but not limited to, time and attendance scheduling of personnel, authorizing overtime and sick and vacation leave, and approval of bi-weekly payroll;
- Plans and coordinates departmental training of EMS personnel;
- Devises correspondence, completing forms and developing reports associated with EMS programs;
- Handles client complaints and public inquiries regarding programs; and
- Completes daily shift and monthly reports.

#### **NON-ESSENTIAL JOB FUNCTIONS:**

Performs related Essential/Non-Essential functions as required.

#### **I. JOB REQUIREMENTS**

**Equipment:** Ability to operate a variety of equipment such as computer, copier, typewriter, telephone, calculator, FAX machine, VCR, backboards, extrication equipment, radios, battery chargers, glucose machine, cardiac monitor; suction equipment, defibrillator, Doppler stethoscope, laryngoscope, intravenous pump, oxygen regulators and bottles, restraining devices, medical supplies, fire extinguisher, lawnmowers, and trimmers. Individual uses the following safety equipment; rubber gloves, respirator, face shields, hard hats, biological hazard bags, infection control gowns, and other equipment necessary to perform duties. Ability to use a motor vehicle is required.

#### **Critical Skills/Expertise:**

- Thorough knowledge of paramedic skills, equipment used and protocol;
- Knowledge of mutual aid techniques, radio operations, safe operation of emergency vehicles;
- Thorough knowledge of and the ability to apply rules, regulations and guidelines associated with emergency medical care;

- Ability to define and solve problems, collect data, establish facts, draw valid conclusions using judgment, and analytical skills;
- Thorough knowledge of recruiting, interviewing, and counseling;
- Thorough knowledge of and ability to apply effective supervisory skills to direct, motivate and manage subordinate personnel;
- Extensive knowledge of and ability to apply program policies and procedures to assist staff in the performance of their responsibilities;
- Ability to communicate effectively, both orally and written;
- Ability to work effectively with clients who may be upset, distraught, irate, emotionally or mentally or otherwise unable to function within reasonable range of constructive behaviors;
- Ability to work independently, under pressure, and to set and achieve goals;
- Ability to motivate and counsel staff and clients;
- Ability to work independently, under pressures, and to set and achieve goals;
- Ability to organize and maintain large volumes of information and paperwork;
- Ability to effectively program plan independently and in collaboration with other staff units and outside agencies.

**Job Standards:** High School diploma or GED plus special training and related work experience (5 years experience as a Paramedic and 2 years experience as a Crew Chief). Must have valid Ohio driver's license, Paramedic, ACLS, and CPR certifications. Ability to use a motor vehicle is required.

## II. DIFFICULTY OF WORK

Work consists of complex, varied, standardized and non-standardized tasks requiring application of numerous laws, rules, regulations, and procedures. Individuals are required to provide technical assistance to staff personnel on programs, policies and the interrelationship of programs under extremely complex and difficult situations. It requires the individual to be continually aware of changes occurring which must be learned and passed on to staff. Procedures must be developed for implementing changes at the local level.

### III. RESPONSIBILITY

Individual supervises subordinates, assigning projects, checking on progress of work and evaluating results. Supervisor provides general guidance allowing the individual the ability to plan the procedures and methods to attain objectives. Individual makes choices or decisions without supervisory input on most daily activities, such as scheduling appointments, establishing priorities, making referrals to other agencies, and forming collaborative relationships with other service providers in the county. Individual operates independent of supervision in handling staffing and daily operations, normally receiving supervisor's input when needed. Errors in work may cause inaccuracies in reports, records, or technical data resulting in inaccurate or incomplete information, and may cause loss of efficiency of response of emergency services and possible loss of life.

### IV. PERSONAL WORK RELATIONSHIPS

Contact is with co-workers, employees from public and private sector organizations and the public. The purpose of these contacts is to guide and direct, check on progress of work assigned, coordinating services, job development/referrals and handle questions about Department, programs and client concerns.

### V. PHYSICAL EFFORT AND WORK ENVIRONMENT

**Physical Requirements:** The physical requirements of the position are identified as ability to lift a patient up to 200 pounds on a one-man cot.

**Physical Activity:** The physical activity of the position is climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, listening, and repetitive motions.

**Visual Activity:** The visual activity includes duties close to eyes, at or within arm's reach and operating vehicles.

**Job Location:** Work is performed both inside and outside with exposure to weather temperatures ranging from below 32 degrees to above 100 degrees for periods of more than one hour. Individual is exposed to noise, vibration, physical hazards, and oil. Individual is exposed to fumes, odors, dusts, mists, gases or poor ventilation.

### SUPERVISORY AND MANAGERIAL FUNCTION

**Span of Control:** Individual supervises the following subordinates:

Lieutenant    Paramedic    Intermediate

### **Supervisory Functions:**

**Planning:** Work is planned in conjunction with other service providers to collaborate in providing services. Individual plans to make sure department is adequately staffed.

**Organizing:** Work is arranged around scheduled staff.

**Budgeting:** The County Administrator approves a budget and the Captain is responsible for managing within the guidelines and constraints of the budget.

**Directing:** Duties are divided among staff members to ensure all duties are accomplished.

**Instructing:** Meetings are held to update staff on rule changes, policies and handle problems. Individual provides written clarification on policy issues.

**Setting Standards:** Individual develops, establishes, approves, revises, and ensures adherence to standards.

**Reviewing:** Individual periodically reviews stations, vehicles, equipment and run sheets.

**Training:** Individual responds to requests for training and establishes regular meeting times to clarify federal, state and departmental policies and procedures. Individual trains new personnel.

**Counseling and Disciplining:** Individual administers counseling and discipline and mediates disagreements.

**Appraising Performance:** Subordinates are reviewed annually by individual based on objective and subjective standards. Individual establishes goals and objectives with subordinates.

**Other Personnel Functions:** Individual reviews, evaluates and recommends hiring to the Chief of EMS. Individual works with the Training Officer to provide all staff training, and recommends approved leave time, and assigns and approves subordinates for training.

### **Supervision Received:**

**Work methods and related problems:** Individual updates and discusses program operation with the Chief of EMS and asks for direction, if needed.

**Productivity:** Individual is responsible for delegating and distributing workload to assure work is done in a timely manner. Productivity is measured on how well timeliness standards are met.

**Quality of work produced:** Individual ensures paperwork is accurate and reports are correct and timely according to work standards.

**Budget:** Individual completes budget reports within required time frame.

**Staffing and/or organizational changes:** Individual interviews and makes recommendations for hiring. Individual determines operational methods within the unit.

**Department objectives:** Individual has written goals and objectives. Individual is evaluated quarterly and is responsible for meeting those goals.

**Direction and/or guidance received from supervisor:** Direction and guidance is received upon request and through management meetings and quarterly evaluation meetings with the County Administrator.

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**ACKNOWLEDGMENT**

I acknowledge that the above description is a representation of the major duties and responsibilities of this position.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

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Employee's Supervisor

\_\_\_\_\_  
Date

**PCN#:** 1130305104  
**Wage:** SAM 1  
**FLSA Status:** Exempt  
**Civil Service Class:** Classified

captain.ems