

**DELAWARE COUNTY
EMERGENCY MEDICAL SERVICES**

TITLE:

Director / Chief of Emergency Medical Services

JOB OBJECTIVES:

Individual provides direction to staff personnel and the Emergency Medical Services Unit. Individual is responsible for supervising staff personnel involved in administering emergency medical care to citizens and oversees the activities to include program and policy compliance and budgeting. . Individual reports to the County Administrator.

ESSENTIAL JOB FUNCTIONS:

- Consistently demonstrates ability to apply progressive management principles; plan and implement department goals and objectives;
- Accurately projects requirements and control expenditures within budgeting guidelines; to define and solve problems; to collect data, establish facts, and draw valid conclusions using practical judgment and analytical skills;
- Define and solve problems; to collect data, establish facts, and draw valid conclusions using practical judgment and analytical skills; and
- Instruct and counsel staff and clients.
- Reviews condition of EMS stations, vehicles, and equipment and tracks equipment at each station and hospital;
- Projects and recommends annual budget;
- Responsible for planning and recommending purchases of all departmental needs, such as equipment, office equipment and supplies, service contracts;
- Interprets and implements Federal and State regulations;
- Recommends, administers and enforces, in a consistent manner, 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 departmental programs by working with local agencies to include recommending and monitoring contracts, attending meetings, conferences, workshops, training sessions, and performing a variety of public relations duties;
- Oversees and insures the efficient operation of Delaware County's EMS programs;
- Occasionally, responds immediately to emergency calls when situation requires supervisor assistance and decision-making authority;
- 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 Assistant Chief and EMS Captains, including, but not limited to, 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;

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:

- Maintain a comprehensive and professional knowledge of public safety; emergency management policies and procedures; and emergency medical services;
- Thorough knowledge of paramedic skills, equipment used and protocol;
- Knowledge of mutual aid techniques, radio operations, vehicles and their safe operations;
- 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 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: Bachelor's Degree in Business Administration or Public Administration, plus special training and /or equivalent related work experience. Must have valid Ohio driver's license, Paramedic, ACLS, and CPR certifications. An Ohio State Driver's License and an acceptable driving record are required.

II. DIFFICULTY OF WORK

The Director / Chief of Emergency Medical Services is required to direct highly complex activities that are broad in scope with a number of major program responsibilities. Function generally requires the resolution of involved or controversial problems and decision-making within the scope of his/her authority. 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, the computer system and the application of this 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

Decisions and activities of this position have a direct and significant impact on a major segment of the economy, the public, and the management of Delaware County Government. Errors in judgment, inaction, diminished proficiency in emergency services administration issues and solutions, and inattentiveness to County interests could be devastating to the public health, safety, and welfare and interests of the County. Decisions are made based upon laws and regulations and policies of the Board of Commissioners. Authority, unless established by statute, is delegated by the Board of Commissioners through the County Administrator. 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

The Director / Chief has daily and frequent contact with co-workers, public officials, employees from other public and private sector organizations, and the general public.

The purpose of these contacts is to guide and direct, review and assure progress of work assigned, coordinate services, manage job development and referrals, and handle questions about the department, programs and client concerns. Incumbent must assure that the Board of Commissioners through the County Administrator, is fully aware of all matters affecting the department, actions of the department, and issues that impact upon the Board of Commissioners capacity to oversee the department.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT

Physical Requirements: The physical requirements of the position are identified as an individual is required 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:

Assistant Chief	Office Manager
Captains	Lieutenants
Paramedics	EMT-Intermediates

ACKNOWLEDGMENT

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

Employee

Date

Employee's Supervisor

Date

PCN#: 1130306105
Wage: EXEC 2
FLSA Status: Exempt
Civil Service Class: Classified

director/chief.ems