



EMERGENCY MEDICAL SERVICES (EMS) MANAGER (NON-SAFETY)

DEFINITION

Under the direction of the Chief Officer overseeing the Operations and EMS training programs; develops, implements, coordinates, and evaluates activities of the Fire Department, in the areas of Emergency Medical Services, including pre-hospital patient care; monitors EMS and operational field performance; works closely with department(s) personnel to provide in-house medical oversight, training and quality improvement programs through positive professional interactions. Additionally, may function as the San Mateo County ALS/JPA EMS Supervisor of the Central Zone, when directed by the Fire Chief.

SUPERVISION RECEIVED AND EXERCISED

The EMS Manager will receive direction from the Chief Officer overseeing the Training Division.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist in the development, implementation and management of the Department Emergency Medical Services program and determine objectives are consistent with established goals.

Develop and coordinate the activities of the Emergency Medical Services program of the fire department.

Assist with the development of the appropriate budget, ensuring budget objectives are being met and provide reports, as needed.

Develop effective positive relationships and liaisons with the San Mateo County EMS Agency, the contracted ALS transport company and other agencies that are required to achieve the established goals.

Represent the Department to local, state, and federal regulatory, advisory, and governing bodies with respect to EMS issues.

Attend and be an active participant in all necessary meetings, including but not limited to: QLC, MAC, Departmental Staff meetings, EMS system redesign, Training Officers, EMS Operations, and FACT.

Serve as the EMS point of contact for government officials and organizations, non-government and community-based organizations, city, county and private partners and other stakeholders.

Conduct, facilitate, and attend informational seminars, conferences, presentations, and public and professional meetings regarding topics related to EMS.

Assure that all EMS, Advanced Life Support (ALS) and Basic Life Support (BLS) training, activities are carried out in a manner consistent with the mandates, requirements and recommendations of the State and County regulations controlling the provisions of pre-hospital emergency medical services.

Conduct research and analysis of current and future EMS issues and trends to ensure quality emergency medical services are being delivered.

Evaluate EMS data and design quality assurance programs to measure program outcome and effectiveness.

Respond to large scale and high-profile incidents and function in a position as determined by the Incident Commander.

Ensure fire department compliance with San Mateo County EMS Agency protocols, procedures, polices and State EMSA statues and regulations.

Serve as the fire department's primary Designated Infection Control Officer (DICO).

Evaluate employee performance as it relates to EMS calls; and mentor and develop employees.

Implement, oversee, and maintain records for annual influenza.

Conduct investigations and provide recommendations of corrective action for EMS clinical issues or concerns.

Develop, revise, implement and oversee the Personal Improvement Plan (PIP) for employees and assist with remediation, education and counseling as needed.

Initiate and maintain a Quality Assurance/Quality Improvement program while monitoring the outcome to facilitate operational changes and focus future training priorities.

Conduct and participate in EMS trainings, coordinate and schedule continuing education opportunities.

Prepare and maintain a variety of records and reports; and prepare a variety of comprehensive staff reports.

Provide direction, oversight, and control of the controlled substance inventory; ensure the controlled substance program(s) complies with federal, state, and local requirements.

Answer requests for information and maintain effective public relations that may include addressing public gatherings regarding the field of EMS.

Assist in other non-EMS related trainings as directed by the Chief Officer overseeing the Training Division.

Coordinate and oversee durable and disposable medical equipment supply.

Assist with development, implementation, and oversight of electronic patient care report systems.

Ensure a HIPAA compliance program is implemented and followed.

Work irregular and protracted hours, as needed.

Other duties as assigned or defined under the San Mateo County ALS/JPA Agreement, the San Mateo County EMS Agency, or EMS Medical Director, or by the Chief Officer overseeing the Training Division.

QUALIFICATIONS

Knowledge of:

The principles of personnel management, public management, and administration.

Pertinent Federal, State, and Local EMS policies, procedures, protocols, and practices.

Principles and practices related to the development, management, and administration of EMS systems and quality assurance programs.

Federal, State, and local statutes and regulations pertaining to EMS training, service delivery and quality improvement.

Current computer programs, applications and systems being utilized by the fire department; utilize applications to perform and complete tasks and/or requirements of the job and ability to learn and apply new technologies and skills.

Basic report preparation with proficiency in spelling and grammar.

Technology, trends, and techniques in the area of EMS.

Instructional methods, procedures, and strategies.

Principles of budget preparation and administration.

Effective training techniques and learning processes.

Computer based patient care report writing systems.

Ability to:

Organize, implement, and direct emergency medical services operations.

Prepare clear, concise, and complete oral and written reports.

Manage advanced and basic life support quality assurance/quality improvement plans.

Maintain records and submit reports when requested.

Interpret and explain laws, codes and regulations affecting the various functions of the fire department EMS program.

Assist in the development and monitoring of an assigned program budget.
Supervise, train, and evaluate personnel.

Communicate effectively with others in writing and orally to assimilate, understand and convey information, in a manner consistent with job functions.

Evaluate paramedic and EMT effectiveness in assessing and treating patients.

Understand and implement Federal, State and Local statutes, regulations, and guidance.

Analyze and evaluate statistical data and reports related to EMS.

Effectively direct and coordinate assigned functions.

Establish and maintain a cooperative relationship with those contacted in the course of work.

Take a proactive approach to customer service issues.

Make process improvement changes as needed.

Maintain confidentiality regarding sensitive information.

Effectively handling difficult or sensitive issues, using professionalism and an understanding of the respective organizational culture.

Interact with others using tact, patience, and courtesy.

Use interpersonal and problem-solving skills, including anticipating, analyzing, diagnosing, and resolving problems and conflict.

Use initiative and independent judgment within established guidelines.

Deliver effective instructor-led trainings, both formal and informal, to various audiences and demonstrate ability to effectively present information to moderate sized groups.

Evaluate EMS data, identify methods of providing effective emergency medical care, identifying methods to correct complex medical issues and patient care delivery situations, and designing quality assurance programs to measure program effectiveness and outcomes.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Ten (10) years as paramedic with a minimum of five (5) years working as an accredited paramedic in the State of California, with increasing responsibilities and abilities.

OR

Five (5) years as a Registered Nurse, or higher, in the field of emergency medicine with increasing responsibilities and abilities.

AND

Two (2) years of academic training or clinical experience in the practical delivery of emergency medicine and/or prehospital care.

Education

Any combination of training and/or education which is equivalent to a bachelor's degree, or higher, with majority of course work in health sciences, fire science, public health, or related fields.

EMS related instructor experience and/or credentials, is highly desirable.

California State Fire Marshal Instructor 1 certification is highly desirable.

Continuing education and professional development are a requirement for this position.

Licenses and Certificates

Possession of a valid California driver's license.

California Registered Nursing License or California Paramedic License must be maintained and in good standing with the state.

San Mateo County EMS accreditation for paramedic within six (6) months of appointment.

Incumbent will be required to acquire and maintain the following certifications/licenses within one year of appointment:

- American Heart Association (AHA) Basic Life Support (BLS) Instructor certification
- American Heart Association (AHA) Advanced Cardiac Life Support (ACLS) Instructor certification
- American Heart Association (AHA) Pediatric Advanced Life Support (PALS) Instructor certification
- National Association of Emergency Medical Technicians (NAEMT) Pre-Hospital Trauma Life Support (PHTLS) Instructor certification
- American Heart Association (AHA) Faculty status

ADA Special Requirements:

Essential duties require the following physical abilities and work environment:

Ability to work in a standard office environment with some ability to sit, stand, walk, kneel, crouch, squat, stoop, reach, twist, climb, and lift 25 pounds, some exposure to cold, extreme noise, outdoors, confining workspace, electrical hazards, vibration, chemicals, dust, toxic waste, mechanical hazards, and explosive materials. Must have the ability to work a flexible schedule, as outlined by the training division. The employee may be required to travel for EMS related education, recertification and/or conferences; work on-call, stand-by, and shifts; work protracted or irregular hours.

Adopted Fire Board: 4/13/22
Employee Group: Management
FLSA: Exempt
Pre-Appt Medical: Yes
Safety Sensitive: Yes
Form 700: No
Job Code: 2145