

FIRE DEPARTMENT SANTA CLARA COUNTY

EMERGENCY MEDICAL SERVICES COORDINATOR

DEFINITION

Under general direction, the Emergency Medical Services Coordinator (EMS Coordinator) plans, organizes, directs, and manages the functions and personnel of the Department Emergency Medical Services (EMS) program. This classification is responsible for evaluating EMS training activities for effectiveness with an emphasis on its impact on the Department's service delivery.

The EMS Coordinator reports to the Deputy Chief of Operations, or his/her designee, and supports the Deputy Chief in accomplishing established overall organizational goals through program management, provider and system evaluation, and quality assurance. The incumbent will also serve as a liaison between the Department, Santa Clara County Office of Emergency Medical Services, County ambulance provider, hospitals, and other outside agencies.

This classification is a Fair Labor Standards Act exempt, unrepresented position, in the Unclassified Service.

EXAMPLES OF DUTIES

Depending upon assignment, duties may include but are not limited to the following:

- Manage day-to-day operations of the Department's Emergency Medical Services program and determine objectives consistent with established goals.
- Develop strategies, policies, plans, and procedures to achieve identified Department objectives and priorities.
- Responsible for analyzing, planning, designing, implementing, and administering EMS programs such as Advanced Life Support (ALS), Basic Life Support (BLS), Continuous Quality Improvement (CQI), immunizations, certification, and recertification of both EMS instructors and providers.
- Evaluate EMS data, identifying 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 outcome and effectiveness.
- Conduct research and analysis of current and future EMS issues and trends to ensure quality medical services.
- Conduct training activities and classroom instructional sessions as required, develop lesson plans using standardized software programs, and conduct multiple repetitive EMS courses during a training cycle.

EXAMPLES OF DUTIES (continued)

- Represent the Department before local, state, and federal regulatory, advisory, and governing bodies with respect to EMS issues, and ensure preparation of required
- Serve as EMS point of contact for government officials and organizations, non-government and community-based organizations, city, county, and private industry partners and other stakeholders.
- Conduct, facilitate, and attend informational seminars, conferences, presentations and public and professional meetings regarding governmental policies and procedures related to EMS.
- Supervise professional, technical, and administrative support personnel, and ensure their training and development.
- Conduct patient care analysis using the Department Automated Patient Care Reporting System.
- Ensure Department compliance with Santa Clara County EMS Agency policies and state EMS statutes and regulations.
- Ensure that paramedics and emergency medical technicians are maintaining certifications, licenses, and accreditations, and are performing required patient care benchmark skills.
- Coordinate investigations of EMS related complaints and unusual occurrences.
- Administer specified training programs for new paramedics as it relates to County accreditation.
- Manage the Field Training Officer (FTO) and Field Training Paramedic (FTP) programs.
- Develop, revise, implement and oversee the PIP (personal improvement plan) for employees; assist with remediation, education, and counseling as needed.
- Work irregular or protracted hours as needed.
- Coordinate medical supply restocking.
- Perform other related duties as required.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of training and/or education equivalent to graduation from an accredited college or university with an associate's degree from an accredited institution in nursing, education, fire science, emergency medical services, or related field.

EMPLOYMENT STANDARDS (continued)

A minimum of five (5) years experience in a full-time position in the medical profession as a paramedic, registered nurse (RN), or emergency medicine practitioner.

Highly Desirable: EMS related instructor experience and/or credentials

Knowledge Of:

- Local, state, and federal laws and ordinances related to EMS, including Cal/OSHA requirements for blood borne pathogens, and Designated Infection Control Officer.
- Principles and practices of EMS administration, program development and evaluation, and all aspects of EMS administration including appropriate methods, procedures and technical expertise.
- Principles and practices of management necessary to plan, organize, direct, manage and evaluate the staff and functions of an EMS operation.
- Principles and practices of supervision, personnel management, employee relations, modern information systems applications and organizational development.
- Principles and practices of training and education, adult education, fire-based EMS programs, training methodologies and techniques.
- Technology, trends and techniques in the areas of EMS.
- Principles and practices of emergency medicine.
- Planning, development and implementation of comprehensive and effective paramedic and EMT training programs.
- Legal and ethical guidelines related to the practice and administration of EMS programs.
- Microsoft Word, Excel, and PowerPoint.

Ability To:

- Plan, organize, manage, and evaluate the staff and functions of an EMS operation.
- Facilitate the coordination of all levels of personnel and aspects of EMS in an actual emergency or disaster situation, or in a training situation.
- Determine EMS program objectives and priorities to achieve those objectives.
- Analyze and evaluate statistical data and reports related to EMS, and prepare periodic reports required by county, state, and federal agencies.
- Interpret, apply, and explain county policies and state and federal legislation related to EMS.

Ability To: (continued)

- Effectively manage, coordinate, train, develop, and motivate staff.
- Keep informed of new technology, trends, and techniques in the areas of EMS.
- Communicate effectively both verbally and in writing. Use a variety of communication methods to negotiate and gain acceptance, cooperation and agreement of plans, activities and programs.
- Establish and maintain effective public relations.
- Evaluate paramedic and EMT effectiveness in assessing and treating patients.
- Prepare concise narrative and statistical reports using word processing, database and spreadsheet technologies.
- Design performance measurement instruments and mechanisms.
- Work effectively and calmly in stressful situations.
- Write and/or approve and coordinate budget requests.
- Establish and maintain cooperative working relationships with those contacted in the course of the work.
- Make sound decisions; use good judgment.
- Plan, organize, and prioritize work.
- Represent the Department at meetings with local, state, and regional stakeholders.

Working Conditions/Physical Demands: Requires sitting and standing for extended periods of time, primarily in an office environment; finger dexterity and the ability to grasp objects with the fingers and palm; climb, stoop, crawl, kneel, crouch, push, pull, reach, and stand; lift up to 25 pounds.

Assignment may include serving as part of an emergency operations management team which may require working outside normal business hours including periods of extended duration, nights and weekends and/or traveling and representing the county and the Department at state and federal emergency medical service meetings or related events.

Required Licenses: Possession of and maintenance of a valid state of California driver's license, a California Registered Nurse license or California Paramedic license, and maintenance of CPR certification within one year after hire.

Pre-Employment Requirements: The candidate will be required to complete and pass a full background check, Live Scan fingerprinting, and medical examination.