

Menlo Park Fire Protection District

EMERGENCY MEDICAL SERVICES MANAGER

(Non-Safety, full time, Exempt, Unrepresented, benefited position)

Class Description

Definition

Under the general direction of the Division Chief of Training, plans, organizes, manages the emergency medical services (EMS) programs within the Fire District; provides expertise in program elements for the organization; and performs a variety of professional and technical tasks relative to assigned area of responsibility.

Distinguishing Characteristics

This is a journey level, non-safety classification. This position requires specialized knowledge and expertise and has primary responsibility for the quality and compliance aspects of the Emergency Medical Services program in the District.

Typical and Important Duties:

1. Recommends and assists in the implementation of goals and objectives; provides and coordinates the Department's continuous education program in accordance with State and local regulations.
2. Develops and implements emergency medical services programs by compiling and evaluating operations and activities; recommending improvements and modifications; preparing various reports on operations and activities.
3. Researches, compiles and prepares reports and documentation on program activities; analyzes program and develops corrective action, maintains records of findings and corrective actions; prepares periodic status update.
4. Performs Quality Improvement Audits of pre-hospital documentation; prepares and oversees the teaching, training and education of all EMS components within the department; assists Emergency Medical Technicians (EMT) and Paramedics with re-certification needs.
5. Coordinates and assists in the training for the cardio-pulmonary resuscitation (CPR) and automated external defibrillator (AED) programs for department personnel and the public.
6. Coordinates and monitors the Department's continuous quality improvement program for Basic Life Support (BLS) and Advanced Life Support (ALS); develops, implements, reviews, monitors and revises training courses and manuals for BLS and ALS to ensure Fire Department personnel meet established standards.
7. Observes patient care provided by Department employees, which may require furnishing employees with training, counseling and orientation as needed.
8. Participates in evaluating Department personnel to ensure performance standards compliance; may provide technical expertise regarding medical performance in disciplinary actions.
9. Reviews and updates the Department's exposure control program including assisting with drafting policies and procedures, providing training, and writing exposure follow-up reports; works with Administration on required "Designated Officer" duties and responsibilities.

10. Analyzes and interprets relevant legislation, regulations and local protocols that may impact Paramedic, EMT or other department EMS programs; makes written recommendations as necessary.
11. Participates in evaluating and making recommendations for the purchase of equipment and supplies used in EMS programs; assists in equipment maintenance and medical inventory control.
12. Assists in developing and implementing EMS public education programs; coordinates, schedules and participates in presenting public awareness and educational programs.
13. Represents the Fire Department on committees, with outside organizations, and at staff subcommittees as necessary; coordinates emergency medical services activities with other divisions and outside agencies.
14. Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints.
15. Builds and maintains positive working relationships with co-workers, District employees and the public using principles of good customer service.
16. May plan, prioritize, assign, supervise and review the work of personnel related to program activities.

Job-Related Qualifications

Knowledge of:

- Principles and practices of emergency medicine, including clinical assessment techniques and the principles of patient prioritization and stabilization.
- Principles, terminology, procedures, medications and equipment used in the administration of emergency medical response and patient treatment for both Basic Life and Advanced Life Support.
- Pre-hospital medical practices and regional protocols.
- Principles and practices related to the development, management and administration of EMS systems and quality assurance programs.
- State and local statutes and regulations pertaining to EMS training, service delivery and quality improvement.
- Effective training techniques and learning processes.
- Pertinent Federal, State and local laws, codes and regulations.
- Principles of budget preparation and administration.
- Modern office procedures, methods and computer equipment.

Ability to:

- Organize, implement and direct all aspects of an EMS quality assurance program.
- Monitor, evaluate and provide feedback regarding the work performance of EMTs and Paramedics.
- Plan, develop, coordinate and conduct a variety of training programs, including EMS, based upon a continuous quality improvement plan.

- Coordinate, develop and conduct a variety of training programs for department staff and the public. Research and analyze operational and technical issues and develop appropriate recommendations for action.
- Interpret and explain City and department policies and procedures. Develop and recommend policies and procedures related to assigned operations.
- Develop and maintain accurate record keeping systems.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- May supervise, train and evaluate assigned personnel.

Experience and Training

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

Experience: Three years of increasingly responsible experience in the training and/or delivery of health care services, fire services, or emergency medical care. Two years academic training experience or clinical experience in the practice of emergency medicine or pre-hospital care is desirable.

Training: Equivalent to a Bachelor's degree from an accredited college or university with major course work in health services, fire science, public health or related field.

Licenses and Certificates:

- Possession of an appropriate, valid California driver's license, which must be maintained as a condition of employment.
- Possession of an American Heart Association (AHA) Basic Life Support (BLS) Instructor certificate within one year of appointment. Failure to obtain the required certificate within one year will result in release from probation.
- Advanced Cardiac Life Support (ACLS) Instructor and Pediatric Advanced Life Support (PALS) Instructor are desirable.
- California licensure as a Registered Nurse or Physician Assistant, or certification as an EMT-Paramedic is desirable.

Based on departmental approval, equivalent certification may be accepted in lieu of the above.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills: Mobility, frequent use of keyboard; frequent sitting for long periods of time; occasional bending or squatting. lifting frequently up to 10 pounds; occasionally up to 25 pounds; constant use of overall vision; frequent reading and close-up work; occasional color and depth vision; frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching; frequent hearing and talking, in person and on the phone.

Emotional/Psychological Skills: frequent decision-making and concentration; frequent public and/or coworker contact; occasionally working alone.

Environmental:

Work Environment: Frequent exposure to noise. Some duties require travel from site to site and frequent exposure to extreme noise from sirens and emergency equipment. May require working outdoors at emergency scenes.

Ability to: work a flexible schedule occasionally. Travel is rare.

Approved:

Revised Date:

Former Titles:

Abolished:

Bargaining Unit: Management

ADA Review:

DOT:

Physical: Class

Status: Exempt

EEOC Category:

Job Code: