

## **COUNTY OF CEDAR**

### **JOB DESCRIPTION**

#### **PAY GRADE 19**

POSITION TITLE: Director of Emergency Medical Services (EMS)

REPORTS TO: Board of Supervisors

#### JOB SUMMARY

The Director of EMS is an achievement-oriented individual. This position requires establishing and maintaining challenging goals that benefit Cedar County EMS. This work requires a high degree of competency and proficiency in patient care, managerial abilities, planning, and community relations. This person is responsible for the day-to-day operation of Cedar County EMS. This position will lead in the development and day-to-day operations of the Cedar County EMS while providing oversight to all EMS personnel, ensuring exceptional patient care, and crew safety.

#### ESSENTIAL FUNCTIONS

Determines nature and extent of illness or injury while attending emergency calls; provides Basic Life Support and Advanced Life Support during treatment and transport in the pre-hospital setting.

Maintains adequate 24x7 staffing levels and emergency vehicle and equipment readiness for Cedar County EMS.

Augments staffing levels by responding to and providing patient care, as call volumes dictate the need for additional resources, during and beyond normal workdays and hours.

Employs critical thinking skills necessary to exercise and lead others in stressful situations.

Exhibits strong teamwork skills and must process feedback, both positive and negative, in a professional manner.

Must be able to identify and intervene in high-risk patient behavior.

Must be able to adapt to an ever-changing work environment and must be able to communicate professionally with colleagues, county leadership, general public, and staff.

Must be able to perform competent decision-making in fast-paced, multi-task situations and be familiar with specialized equipment, all which directly impact on the systems used and methods employed by Cedar County EMS.

Focuses on the broad, long-term stability of Cedar County EMS through the planning and implementation of change.

Fosters and promotes professionalism when interacting with the general public, municipal, county, state, and federal authorities and agencies.

Research and analyze system performance and plan improvement measures.

### GENERAL DUTIES AND RESPONSIBILITIES

Establish an Education and Training Institute where qualified candidates for Emergency Medical Responder (EMR) and Emergency Medical Technicians (EMT) receive adequate training and continuing education for which they are eligible to attain and maintain state and national accreditation.

Partner with a training resource where candidates for Critical Care Paramedic receive adequate training and continuing education for which they are eligible to attain and maintain state and national accreditation, thereby ensuring adequate candidates for future job openings at Cedar County EMS.

Establish and integrate a community paramedicine program into Cedar County EMS, which includes components for medical control and oversight, coordinating case management services, partnering with appropriate public agencies, as well as creating and maintaining policies and procedures to support the program.

Promotes employment opportunities within Cedar County EMS and works to attract and hire qualified EMS employees with the assistance of Cedar County Human Resources.

Creates and maintains staff job descriptions with the assistance of Cedar County Human Resources.

Promotes regular and predictable continuing education and training for EMS staff, as well as coordinates annual basic first aid and CPR training for other county staff.

Institutes and maintains quality assurance and improvement programs to ensure an adequate standard of care by EMS staff.

Conducts performance appraisals for employees under his/her charge. Administers action plans and other corrective actions when needed with the assistance of Cedar County Human Resources.

Develops, institutes, and evaluates methods, plans, policies, and procedures as they relate to emergency medical services.

Organizes, coordinates, and evaluates all functions of the ambulance service on a regular basis.

Will determine staffing assignments and set clear goals and objectives for individual staff and for the department as a whole.

Effectively shifts focus as priorities change.

Performs complex tasks largely self-monitored.

Position Cedar County EMS to respond to, coordinate, and provide logistical support for large scale, or high impact, low frequency incidents.

Negotiates 3<sup>rd</sup> party billing contracts with insurance carriers to ensure a stable revenue cycle.

Responsible for budgeting and maintaining the fiscal stability of Cedar County EMS.

Represents the department and county at local, regional, and state meetings. Attends meetings as necessary or as directed by the Board of Supervisors.

Provides positive leadership, support, and assistance with any concerns regarding ambulance services.

Offers support to First Responder Units.

Maintains compliance with federal and state regulations as they apply to the provision of care to patients.

Creates summarized and detailed reports (including response and performance reports) for a wide audience to include administration, Board of Supervisors, and any other state or local agencies.

Supervises the effective operation, acquisition, and maintenance of medical equipment and medical supply inventory to keep equipment well maintained and focus on loss prevention.

Works with other Governmental agencies (i.e. Public Health, Emergency Management) to provide technical assistance with planning for both preparedness and casualty events. Assists with other plans for Public Health and Emergency Management as requested by the director of other departments.

Ensures patient care reports and supporting documentation is completed and delivered in a timely manner.

Assesses current/future staffing needs and direct recruitment efforts to maintain a high level of staffing and proficiency in patient care skills.

Review patient concerns and compliments on a frequent basis and ensure all concerns and compliments are being addressed appropriately.

Respond to patient/family/physician/administrative concerns regarding patient care and/or employee conduct.

Required to work outside normal business hours to attend meetings, or in response to emergencies.

Perform other duties as assigned.

### KNOWLEDGE, SKILLS, AND ABILITIES

Maintains regular and predictable attendance in compliance with Cedar County attendance policies.

Is familiar with pertinent state and federal laws and regulations, which impact emergency medical services.

Thorough knowledge of the operations of a variety of governmental and public safety agencies. Ability to develop and build relationships with employees, Government Officials and other in-county EMS agencies.

Possess excellent skills in interpersonal and written communications, strategic planning, finance and budget development, administration, and intergovernmental relations.

Ability to work independently with initiative, sound judgment, tact and diplomacy.

### MINIMUM QUALIFICATIONS

Graduation from an accredited college or university at a minimum bachelor's degree level.

Ten (10) years of clinical experience as an ALS provider desirable.

Five (5) years of experience in an EMS supervisory, or managerial role desirable.

Any equivalent combination of experience and training, which provides the required knowledge, skills, and abilities may be substituted year for year.

ICS 100, 200, 700 certifications.

### REQUIRED LICENSES/CERTIFICATION/CLEARANCES

Possess and maintain a valid State of Iowa driver's license with a clear driving record.

A person in this position may not have been convicted, plead guilty, or plead no contest to a felony, or serious misdemeanor.

Must consent to and pass a drug screening.

Must possess and maintain credentials in EVOCC driver training, CPR, ACLS, PALS, ICS 100 (within 1-year of hire), ICS 200 (within 1-year of hire), ICS 700 (within 1-year of hire), NIH Stroke Scale Certification (within 90-days of hire), ATLS, and all state and federal requirements pertaining to child abuse reporting, individual criminal background submittal, as well as any other credential as required to maintain licenses, certifications, clearances, or any other qualifications required by the State of Iowa.

Requires residence in Cedar County, Iowa within six months of hire.

Director must acquire and maintain all necessary Basic Life Support and Advanced Life Support certifications and licenses throughout their employment, as required by the State of Iowa.

#### PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

An employee in this position must be able to communicate, sit, stand, walk, reach, grasp, and twist frequently. The employee may be called upon to assist with simple office equipment, or facility maintenance, as well as first level troubleshooting of sophisticated medical equipment. The employee must be able to sit and stand for extended periods of time. Therefore, the employee must be able to pull, push, kneel, and squat occasionally. Physical stamina for lifting and positioning of patients is a daily requirement. Lifting equipment of 10-pounds, or more, is performed frequently. Reasonable accommodations may be made to allow individuals with disabilities to perform the essential functions of the position.

Although this will initially be a Monday through Friday, normal business hour position, the employee must be willing to work shift work, holidays, weekends, and scheduled overtime to respond to incidents, cover open shifts, and other reasons not listed above.

#### ACKNOWLEDGEMENT FOR RECEIPT OF JOB DESCRIPTION

I have received a copy of the Job Description and have read and understand its contents.

Employee's Printed Name                      Employee Signature                      Date

Supervisor's Printed Name                      Supervisor's Signature                      Date