EMERGENCY MEDICAL SERVICES SUPERVISOR

DEPARTMENT: County Administration – Department of Emergency Services

NATURE OF WORK:

Under the direction of the Coordinator of Emergency Services, the Emergency Medical Services (EMS) Supervisor performs direct supervision of full- and part-time EMS staff and implements organizational decisions through the employees they oversee. Manages daily internal operations, evaluates work issues in the station, and the delivery of emergency medical services in field operations.

ESSENTIAL FUNCTIONS OF THE JOB:

- Responds to emergency calls; provides basic and advanced life support emergency medical services; prepares and maintains detailed records associated with the service.
- Supervises and directs EMS operations on the scene of various emergency responses; serves as command of an incident as necessary.
- Monitors EMS personnel in daily work schedule and routine station duties including maintenance of station and vehicles; ensures adequate staffing is available for service delivery during assigned shifts.
- Enforces agency rules and regulations and assists with the writing and maintenance of them.
- Supervises and evaluates employees’ performance and makes recommendations regarding personnel actions.
- Communicates verbally with patients and other appropriate persons to gain information about the patient’s current and past health concerns.
- Performs with good manual dexterity all tasks related to advanced emergency patient care and documentation.
- Performs quick, precise, practical mathematical calculations pertinent to ratio and proportion of medication and supplies used in emergency patient care and apply them in an expedient, practical manner.
- Schedules and supervises agency, field, station, and drill activities for the purposes of training and other activities.
- Determines most appropriate facility for patient transport; reports to the receiving facility, the nature and extent of injuries, and the number of patients being transported.
- Schedules and approves employee leave.
- Completes and reviews agency paperwork for quality assurance.
- Serves as or designates an agency infection control officer.
- Maintains an EMS training program for continuing education and precept to address the employee and volunteer requirements within the agency.
- Ensures compliance with state, county, departmental, and regional policies; recommends revisions and/or new policies and procedures.
- Assists Emergency Services Coordinator with the development of annual budget; analyze and monitor budget.
- Ensures vehicles and equipment are available for service delivery; ensures that vehicle fleet maintenance checks are performed daily and coordinates necessary maintenance of vehicles.
• Cleans, disinfects and maintains facility and medical equipment; disposes of contaminated supplies in accordance with established guidelines, decontaminates vehicle interior; sends used supplies for sterilization.
• Participates in public awareness event to educate the public on matters of health care, emergency situations, and injury prevention.
• Participates in job-related training and continuing education courses to maintain certification and/or enhance job performance.
• Participates in local stakeholder committees and planning groups.
• Be cognizant of all legal, ethical, and moral obligations inherent within scope of practice.
• Completes any or all tasks performed by a provider with lower level of EMS certification when necessary.
• Performs related tasks as required and assigned; delegates assignments as appropriate and monitors the outcome.

JOB LOCATION AND EQUIPMENT OPERATED:
Duties are performed at assigned EMS station and in the field during emergency response, public education, and other community services events as requested of the agency. Operates ambulances and other associated EMS vehicles and equipment during normal daily duties and emergency responses. Operates standard office equipment such as personal computers, telephone, fax machine, and other equipment.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:
• Must demonstrate competency as a crew member in handling emergencies utilizing basic and advanced life support equipment and skills in accordance with the state and national education standards and operate within the Scope of Practice for their current certification level.
• Thorough knowledge of supervision of emergency medical services agency.
• Thorough knowledge of rules, regulations and policies that govern the delivery of emergency medical services.
• Knowledge of County and departmental policies and their application; ability to understand and carry out oral and written instructions.
• Ability to hear spoken information from co-workers, patients, physicians and dispatchers and in sounds common to the emergency scene.
• Ability to lift, carry, and balance up to 125 pounds (250 with assistance); bend, stoop, balance, and crawl on uneven terrain.
• Ability to communicate effectively through verbal, radio, telephone, and other communication methods; ability to interpret and respond to written, oral, and diagnostic form instructions; ability to prepare and deliver clear, concise reports.
• Ability to use good judgment and remain calm in high-stress situations and take on the role of a leader; ability to evaluate and control emergency scenes; command and lead personnel in stressful situations.
• Read road maps; drive vehicles, accurately discern street signs and address numbers.
• Read medication/prescription labels and directions for usage in quick, accurate, and expedient manner.
• Ability to delegate and control assigned responsibilities; ability to establish and maintain effective working relationships with career and volunteer personnel, as well as the general public; and ability to counsel and coach employees.
• Withstand varied environmental conditions such as extreme heat, cold, moisture, and natural or man-made hazards.
• Be independent, confident, able to work independently without defined structure, have good stable reasoning ability with ability to draw valid conclusions expediently relevant to patient’s condition, often, using limited information.
• Meets minimum vision requirements to operate a motor vehicle within the state.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent and at least thirty (30) college credit hours in a related field; a minimum of two (2) years supervisory experience; and a minimum of five (5) years of progressively responsible EMS field operations experience or any equivalent combination of education and experience providing the knowledge, skills, and abilities cited above.

SPECIAL QUALIFICATIONS:

Possession of a valid driver's license in the Commonwealth of Virginia, clear of any convictions related to impairment. Must possess current Virginia or National Registry Emergency Medical Technician (EMT)-Intermediate/99 or Paramedic; Advanced Cardiac Life Support (ACLS); Emergency Vehicle Operators Course – Class II or III; and CPR certifications. Must pass a physical exam including an alcohol and drug screening. Must submit to a state and national criminal history record check, which must be cleared by the Virginia Department of Health/Office of Emergency Medical Services.