# Chief, EMS Career Operations Contract

## FLSA: Exempt

**Date: 07/24**

**Job Summary:** Under direction, plans, coordinates and administers the operations of the Department of Emergency Services Emergency Medical Services system. The Emergency Medical Services Chief is an experienced EMS leader responsible for evaluating systems, recommending and implementing approved policies, developing short-term and long-term strategic goals and coordinating the day-to-day operations of the County’s Emergency Medical Services Division. The Chief of EMS will work with the County’s Jurisdictional Medical Director to ensure the proper provision of patient care following Maryland Medical Protocols, maintain a comprehensive quality assurance program in accordance with COMAR 30.03.04, and ensure clinicians are properly credentialed, trained and recertified. The EMS Chief will work with local volunteer Fire/EMS providers, the Advanced Life Support Unit of St. Mary’s County and the local Rescue Squad Association regarding operational matters. This position works directly under the supervision of the Deputy Director of Emergency Services.

# Essential Functions:

1. Oversees the daily operations of the St. Mary’s County Government Emergency Medical Services Division in accordance with Federal, State, and County laws, Departmental regulations, policies and procedures, and Maryland Medical Protocols.
2. Oversees the ordering, inventory and quality control of controlled substances according to standards set by the Jurisdictional Medical Director, State of Maryland - COMAR, and federal regulations.
3. Provides oversight of the operational program quality assurance process, continuously monitoring data to identify trends, consulting with the jurisdictional medical director, providing policy direction on medical review committee guidelines and making recommendations for system improvements.
4. Supervises, trains, guides, mentors and evaluates performance of full-time and hourly staff.
5. Conducts extensive research, prepares comprehensive reports and presents on topics as directed by the Deputy Director of Emergency Services.
6. Writes policies and procedures and submits them to the Deputy Director of Emergency Services for approval. Provides leadership, planning, direction and recommends long and short-range goals for St. Marys County’s EMS Division.
7. Monitors employee activities ensuring compliance with licensing and certification r requirements for the County’s EMS Division employees.
8. Analyze and extrapolate data from statistics to identify trends and make recommendations for quality improvement of the County’s current EMS System.
9. Assists in the preparation of the annual operating budget of the Emergency Medical Services Division and assists with monitoring budget expenditures.
10. Maintains necessary supplies and equipment to allow personnel to perform their duties.
11. Attends, after normal business hours, various meetings conferences, workshops and training sessions, representing the department as needed.
12. At the direction of the Deputy Director, investigates complaints against personnel, makes determinations for corrective action and provides recommendations to the Deputy Director and Director of Emergency Services.
13. Responds to citizen questions and inquiries in a courteous and timely manner.
14. Coordinates with local law enforcement agencies on various issues concerning Emergency Medical Services.
15. Coordinates with State and Local Health Departments on various health concerns/issues.
16. Coordinates EMS requests/activities with various civilian and governmental agencies.
17. Performs the duties of a Paramedic as necessary, providing non-emergency and emergency lifesaving interventions.
18. Performs general clerical tasks, which may include report writing, answering telephones, recording, relaying messages, using various office equipment (Fax machine, copier, projector, etc.).
19. Ensures electronic patient care reports are completed thoroughly, accurately and in accordance with established requirements of COMAR 30.03.04.04.
20. Provides oversight of the EMS billing process and makes recommendations for creating efficiencies in the program;.
21. Demonstrates sound leadership principles and has experience in leading organizational structure and change.
22. Performs related work as required.

## Required Knowledge, Skills, and Abilities:

1. Knowledge of methods and procedures of managing Emergency Medical Services.
2. Knowledge of laws, policies, procedures and regulations governing the operations of Emergency Medical Services, i.e. COMAR Title 30, Maryland Medical Protocols.
3. Knowledge of effective methods of supervision and leadership skills.
4. Knowledge of the National Incident Management System.
5. Knowledge of Basic and Advanced Life Support practices, procedures and protocols.
6. Knowledge of State and local training requirements for emergency medical service providers.
7. Ability to develop a thorough knowledge of the *St. Mary’s County Department of Emergency Services, EMS Division: Standard Operating Procedures* and the *St. Mary’s County Personnel Policy and Procedure Manual.*
8. Knowledge of HIPAA laws and regulations.
9. Proficiency in Microsoft Office products and tools.
10. Proficiency in preparing work schedules and managing staff effectively.
11. Ability to demonstrate excellence in critical thinking and conflict resolution.
12. Ability to handle emergent and non-emergent situations safely and effectively.
13. Ability to quickly learn and use new skills and knowledge brought about by rapidly changing information and technology.
14. Ability to establish and maintain effective working relationships with others encountered in the work environment.
15. Ability to effectively communicate orally and in writing using both technical and non-technical language.
16. Ability to work under extremely stressful situations which result from a building fire, emergency medical and hazardous materials responses, including the responsibility for remaining calm and carrying out all duties with the recognition of the threat to life and property.
17. Ability to use logical and creative thought process to develop solutions according to written specifications and/or oral instructions.
18. Ability to operate a personal computer using standard or customized software applications to assigned tasks.

## Education and Experience:

* 1. Bachelor's degree with a major in Fire, EMS, Public or Educational Administration, Business Administration, or related field is preferred. Additional years of management experience will be considered as substitution for education.
  2. Current EVOC course completion or successful completion of EVOC training within six months of hire.
  3. Applicant must have at least five (5) years of experience within the field of Emergency Medical Services that includes at least two (2) years of experience as a manager or supervisor and be able to meet all requirements for the “Paramedics classification” in St. Mary’s County.
  4. Or equivalent technical training, education, and/or experience.

# Additional Requirements:

1. Must have a current, valid driver’s license.
2. Negative drug screen.
3. Successfully pass a physical, hearing and vision exam.
4. Successfully pass a psychological fitness examination with favorable results.
5. Successfully pass an extensive background investigation with favorable results.
6. Must possess a Maryland Paramedic license, or have the ability to obtain reciprocity of a Maryland Paramedic licensure within 60 days of hire.
7. Must have National Registry Paramedic Certification.
8. Must have and maintain current certification in CPR, ACLS, PALS, EVOC, Haz-Mat Operations, Incident Management Systems ICS 100, 200, 300, 400, 700 & 800. ***Note ICS 300 & 400 may be obtained within one year of employment.***
9. Must maintain a valid Maryland Driver’s License and Paramedic certifications during employment.
10. Employee is subject to work beyond the normal scheduled hours of work, work weekends and holidays.
11. Employee is subject to 24 hour call back as needed.
12. Employee may be subject to attend various meetings and events after normal business hours and on the weekends.

**Preferred Qualifications**

1. MFRI Instructor Level II
2. BTLS/PHTLS
3. MFRI EMS Officer II
4. NAEMT Tactical Emergency Casualty Care or Tactical Combat Casualty Care

## Physical and Environmental Conditions:

Work requires periods of light physical activity and occasionally perform the duties of a Paramedic while meeting all requirements for such classification.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting rooms, e.g., use of safe workplace practices with office equipment, and/or avoidance of trips and falls.

Work may involve risks or discomforts which require special safety precautions, e.g., working around moving parts, constructions sites or machines. Employee may be required to use protective various types of equipment for self-protection, may require working in adverse weather conditions.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

I certify that this is an accurate statement of the essential functions and responsibilities of this position.

Department Head Date

Your signature below indicates that you have received a copy of this position description.

Employee’s Signature Date