

EMS DIRECTOR – POSITION DESCRIPTION

Class Summary

Performs supervisory, administrative, and technical duties directing the emergency medical services and non-emergency transport services for the Washington-Tyrrell County EMS System.

Distinguishing Features of the Class

The employee will have extensive public contact, and the work requires a variety of technical and detailed knowledge, and considerable independent initiative and judgment.

The employee is subject to hazards in the emergency management and medical services work including working in both inside and outside environmental conditions, hazardous fumes, dusts, odors, mist, and gases. Work may expose the employee to human blood or body fluids and thus the job is subject to the OSHA requirements on blood-borne pathogens.

Medical services are directed and supervised by the EMS Medical Director. All other work is supervised by the County Manager via performance reviews, service reports and results, and public feedback.

Essential Duties and Tasks:

- Plans, directs, and evaluates the activities of the EMS department and staff. Promotes the objectives of the department and seeks to enhance and improve emergency medical services provided within the system, and promotes general public awareness of system policies, practices, and resources.
- Serves as liaison between the EMS department, NCOEMS, hospitals, medical providers, transport companies and clients, community groups, billing companies, and all other agencies.
- Coordinates and updates applicable procedures and regulations with outside agencies, and develops and reviews adherence to various administrative regulations and medical and response protocols.
- Assures timely completion and reliable maintenance and confidentiality of all records, reports, billing information, and other information required in this field.
- Responds to complaints, questions, and information about the departments services.
- Develops and recommends budget requests and manages budget performance. Researches, recommends, purchases, and pro-actively maintains all necessary equipment, materials, and supplies. Seeks, applies for, and manages grant opportunities.
- Develops and manages staffing schedules; ensures proper training of staff and prioritizes and assigns work as required to maintain overall system effectiveness. Handles personnel functions including recruiting, training, monitoring, and evaluating work of full-time, part-time, and volunteer staff.
- Serves as a key member of the county emergency management system during emergencies/disasters.
- Performs additional duties as assigned.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Thorough knowledge of emergency medical practices and procedures in North Carolina.
- Thorough knowledge of federal, state, and local policies, procedures, and regulations pertaining to emergency services including fire and rescue operations, and non-emergency transport services including Medicare/Medicaid eligibility and reimbursement regulations and programs.
- Working knowledge of local government financial policies and procedures; techniques and system delivery models for EMS and emergency planning for local governments; and local, state, and federal agency resources available for emergency assistance/disaster response.
- Ability to interpret, explain, and apply a county-wide variety of policies, procedures, and regulations; to prepare reports and make effective public presentations; to react quickly, effectively, and professionally in emergency situations; to use sound judgment and analyze a variety of complex data to determine best options and decisions to handle emergency matters; to establish and maintain effective working relationships with law enforcement agencies, volunteer fire services, public officials, hospitals, schools, and general public; and to effectively supervise and administer a departmental unit of local government, including knowledge of budgeting, personnel, equipment maintenance, and purchasing requirements.

Physical Requirements

- Must be able to perform the physical life functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, and hearing.
- Must be able to perform heavy work exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Must possess visual acuity to prepare and analyze data and figures, perform accounting functions, operate a computer terminal, operate a motor vehicle, do extensive reading and use measurement devices.

Training, Experience, and Other Special Requirements

- NC EMT-Paramedic Certification; and minimum 5 years (preferably 10) relevant paramedic level experience.
- Valid NC Driver's License (or ability to obtain within 3 days).
- Progressively responsible administrative experience as a governmental agency department head/manager/supervisor/etc. strongly preferred.
- Associates Degree in EMS, Public Safety, Public Admin, or related field strongly preferred.
- NC Level 1 or 2 Paramedic Instructor Certification or equivalent (preferred but not mandatory).