

FAYETTE COUNTY COMMISSION
COMMITTEE AGENDAS
May 2016

May 23, Tuesday

Health & Welfare

6:30 pm

- 1. Ambulance Salary requests**
 - **Assistant Director of Ambulance**
 - **Shift Supervisor / Paramedic**
 - **\$0.10/hr Certification Stipend**

FAYETTE COUNTY AMBULANCE SERVICE

JOB DESCRIPTION

POSITION TITLE: ASSISTANT DIRECTOR OF AMBULANCE

POSITION IDENTIFICATION:

Reports to: Director

EMPLOYEES SUPERVISED:

All employees in Field operations. Direct supervision over Field Supervisors, Direct & Indirect supervision of all other Field Operations Personnel.

POSITION PURPOSE AND SUMMARY:

Will serve as Assistant Director to the Director of Fayette County Ambulance Service to perform those duties as assigned. Serves as Assistant Director of the field operations department with line authority over all personnel therein.

DESCRIPTION OF ESSENTIAL DUTIES:

- Manages the activities of the respective Field Operations Department
- Ensures that assigned personnel are fully informed of county policies, procedures and other information pertinent to their jobs.
- Reviews and acts upon, as necessary, all incident, deviation/exception, and other reports within his jurisdiction. Acts upon reports from Field Operations Department.
- Keeps current on events affecting his/her area of responsibility: accidents, injuries, breaches of policy, inter agency relations, morale, newsworthy events, and superior/poor performance by field personnel.
- Responsible for reviewing performance evaluations of field personnel and providing input into the appraisal process.
- Assists the Supervisors in administering discipline and counseling to achieve a desired result.
- Prepares budget recommendations for salaries and equipment within his jurisdiction.
- Required to operate department within assigned budget.
- Responsible for a working knowledge of all equipment within his jurisdiction.
- Must attend scheduled and called meetings.
- Reviews Equipment Failure reports for accuracy and completeness.
- Assists the education and training department in orientation and other continuing education programs as they pertain to this position.
- Respond on ambulance calls.

- Responsible for adequate staffing in the Field operations Department.
- Attend any needed continuing education programs.
- May act as a liaison for Director by attending meetings with allied agencies.
- Serves as the Acting Director in his/her absence.
- Recommends policy to the Director.
- Other duties as directed by the Director.
- Staff an Ambulance on his/her shift.

MINIMUM REQUIREMENTS:

- State certification as EMT-Paramedic.
- Must have strong knowledge and experience of operations specific to an ambulance company.
- Must be available for recall 24 hours a day for emergency situations, unless excused by Director.
- Must be flexible in work schedule to meet the demands of the company.
- Bachelor's Degree required OR comparable combination of experience and/or education as determined by the Director.
- Must be available to respond to system status overload situations as requested by Dispatch and Director. He/she may temporarily delegate this task to others.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of clinical skills in basic and advanced life support.
- Ability to exercise authority (within given limits) with logic and consistency.
- Ability to objectively and accurately evaluate performance and subordinates.
- Knowledge of matters of employee health, safety, and mindful of loss control.
- Knowledge of local, regional and state laws, rules, regulations pertaining to EMS and ambulance operations.
- Ability to delegate effectively.
- Ability to communicate effectively.
- Ability to administer discipline and counsel employees effectively to, achieve a desired result.
- Ability to make quick lifesaving decisions.
- Ability to gain respect from others rather than demanding it.
- Ability to minimize stress by identifying problems before they occur and effectively dealing with stressful situations that do occur.
- Intermediate knowledge of business, management, and fiscal skills.
- Demonstrates ability to implement these skills.
- Basic computer literacy required.
- Gathers information, analyzes it and makes decisions from a limited number of choices.
- Must be trainable with typical college format: able to study and learn independently
- Able to learn from on-the-job experiences and draw inferences from diverse sources.
- Able to interpret instructions and understand implications using a broad background of knowledge and experience.
- Able to draw inferences and set up effective solutions when unexpected problems arise on the job.

- Able to plan and coordinate logistics in an efficient and cost effective manner.
- Able to Communicate opinions, observations, and conclusions such that they are understood.
- Ability to influence groups to both accomplish tasks and fulfill the needs of their members.
- Knows the key concepts and variables that define the ambulance industry (e.g., critical issues, economic vulnerabilities, measurements, information sources).
- Intellectual versatility, Recognizing, exploring, and using a broad range of ideas and practices. Thinking logically and creatively without undue influence from personal biases. Relationship versatility. Adjusting behavior in order to establish relationships across a broad range of people and groups.
- Records and data management skill. Writes good reports and records data in an efficient and easily retrievable form.
- Able to serve as an efficient role model for subordinates.
- Negotiation skill Securing win-win agreements while successfully representing a special interest in a decision situation.
- Objectives preparation skill. Preparing clear statements that describe desired outputs.

PHYSICAL DEMANDS:

- The employee is regularly required to use hands to finger, handle or feel: reach with hands and arms; and talk and hear.
- The employee frequently is required to stand and walk.
- The employee is occasionally required to sit; climb or balance; stoop, kneel, or crouch.
- The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

UNUSUAL DEMANDS:

- Employee is required to handle emergency situations. Employee must be prepared to direct emergency situations that arise without warning.
- Additionally, employee must handle conflict resolution situations that arise and be prepared to interact with hostile or uncooperative employees.
- Position requires attendance at both regular and unscheduled meetings, some of which take place after working hours. In emergency crisis situation, employee may be required to work extremely long hours without a break from work.

Note- this job description is dynamic and subject to change by administration at anytime without notice or consultation of employee.

Approved by:
Glenn Miller
Director

DISCLAIMER

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this position. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this position. Management has the sole

discretion to add or modify the duties of the position and to designate other functions as essential at any time. This position description is not an employment agreement or contract.

ACKNOWLEDGMENT

I, _____, have read this position description in its entirety and fully understand and understand the expectations, requirements and hazards associated with this position, and that the job description and duties are subject to change at the discretion of the Company. I also understand that if employed by the Company, I am employed as an at-will employee and that the Company or I may terminate the employment relationship at any time, without notice, and for any lawful reasons

Signature of Incumbent

Date

FAYETTE COUNTY AMBULANCE SERVICE

JOB DESCRIPTION

JOB TITLE: SHIFT SUPERVISOR/PARAMEDIC

Overview:

Shift Supervisor – In addition to Paramedic job description -The supervisor is an on-ambulance position that oversees the operations of the assigned shift and provide direction to crews and resolve issues that arise during the shift. This includes but is not limited to resolving after hours scheduling issues due to call outs, reviewing and resolving documentation issues with the crews, addressing employees issues, working with management to administer discipline, resolving and reporting issues with EPCR, responding and resolving employee and customer issues, etc.

Responsibilities:

- Responsible for working as an on-ambulance supervisor that manages and directs subordinates during the assigned shift.
- Oversees all aspects of patient care and customer service during assigned shift.
- Maintain constant clinical care/EMS knowledge and records of all current protocols issued by the regulating agencies pertaining to ambulance service.
- Escalates serious business, customer, employee or labor issues immediately to the Director
- Troubleshoots patient, customer and employee concerns in a timely manner.
- Works with team to ensure that all documentation requirements are met by crews being supervised.
- Work with preceding and succeeding Shift Supervisors to guarantee a smooth transition from shift to shift.
- Holds shift employees accountable for work quality, addressing employee issues and progressive discipline.
- Encourages and leads shift to be aware and follow Health & Safety guidelines and procedures.
- Ensure that employees receive regular feedback on their performance.
- Inspect for proper documentation of medical necessity required forms daily.
- Cooperates with Internal Audit, Compliance and HR on any recommendations and changes to compliance and legal workflow issues.
- Ensure each operation is physically secure with limited entry/exits.
- Ensure documents are properly stored and secured.
- Takes swift and immediate action in accordance with Internal Audit and County Compliance on any areas of concern.
- Complies and enforces all policies and procedures.
- Has had no compliance related corrective action during the current review period.

Qualifications:

- Current state Paramedic certification as required by State.
- Current state Driver's License in good standing.
- Minimum of 5 years EMS experience required.
- Satisfactory driving record in accordance with the Countys Driving Policy.
- Ability to work cooperatively with other employees and medical agencies to provide the highest level of patient care.
- Ability to read and interpret all required documents and write required reports and correspondence.
- Other qualifications/certifications specific to the local operation.
- Satisfactorily meet Company physical assessments/tests.

I _____, understand that it is my responsibility to read this job description in its entirety and fully understand the expectation, requirements and hazards associated with this position, and that the job description and duties are subject to change at the discretion of Fayette County Ambulance Service. I also understand that is employed by Fayette County Ambulance Service, I am employed as an at-will employee and that Fayette County Ambulance Service may terminate the employment relationship at any time, without notice and for any lawful reasons.

Signature of employee

_____/_____/_____

Date