

EMERGENCY MEDICAL SERVICES COORDINATOR/RN

Salary Schedule \$10,491 to \$12,778/Month

FLSA: EXEMPT

DEFINITION

Under the direct supervision of the District's EMS Chief, the Emergency Medical Services Officer is responsible for maintenance of EMS service quality through: periodic observation of field EMS operations; needs analysis planning and implementation; facilitating compliance with District, Local EMS Agency (LEMSA), State (EMSA) and Federal reporting requirements; capturing and documenting system performance metrics; conducting continuous quality improvement (CQI) audits, reviews, analysis and reports; liaising with the LEMSA staff; attending regular meetings with other EMS Division personnel and District staff, the District's Fire Based Medical Director, the District's EMS Advocate, CQI stakeholders, Emergency Medical Dispatch Review Committee (EMDRC) members and the District's EMS Committee; networking with counterparts at other EMS agencies and service vendors to develop and maintain a system of service resources; in conjunction with Human Resources and other stakeholders, developing, monitoring and evaluating EMS related performance metrics and performance improvement plans for personnel, as appropriate; facilitating the maintenance of Continuing Education (CE) programs and documentation of required EMS certifications for District personnel; developing and delivering the District's basic life support (BLS) and advanced life support (ALS) training programs and activities; as appropriate, supporting Suppression Division operations during large scale incidents and performing other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the District's EMS Chief. No direct reports are normally assigned to the EMS Officer. This position may have supervisory duties during training, emergency incidents, or as assigned.

CLASS CHARACTERISTICS

This is a professional journey-level classification in the EMS Division. A person in this position, working within the framework of District policy must be a knowledgeable, personable, highly competent professional with exceptional organizational, project management, and communication skills and the ability to motivate others. The EMS Officer will utilize a team-oriented approach to develop and maintain the knowledge, skills and abilities of EMS personnel in a practical and applicable manner. This person must also possess the ability to assist with EMS quality improvement and overall EMS operational initiatives and duties. This is an FLSA exempt, non-safety, Contra Costa County Employees' Retirement Association (CCERA) retirement position.

EXAMPLES OF ESSENTIAL FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below, to address business needs and changing business practices.

- Assesses EMS training needs and requirements for development, delivery, and/or coordination of delivery. This will be accomplished through standard instructional techniques.
- Instructs and/or coordinates EMS Continuing Education (CE) courses and facilitates compliance with State CE Provider requirements as defined in California Code of Regulations (CCR), Title 22, Chapter 11, Article 6.

- Instructs, develops, and/or coordinates the development and delivery of the curriculum for the EMS Modules of the Recruit Firefighter Academy, Reserve/Volunteer EMS training, and Contra Costa County EMS Training programs.
- Facilitates and provides administrative support to the District's Paramedic Provisional Assignment Program, and assists with the development, training and evaluation of Provisional Paramedic personnel.
- Instructs, develops, and/or coordinates required annual EMS training, such as Cal OSHA Blood-borne Pathogen update training, and EMT-1 and Paramedic skills verification.
- In conjunction with the Deputy Chief of Operations, the Training Division Battalion Chief and the EMS Chief, facilitates the placement of Paramedic Interns with Paramedic Preceptors, and acts as a liaison between District Preceptors and the paramedic training institutions.
- Accompanies Suppression crews to EMS incidents on a periodic basis to directly observe EMS field operations and to evaluate training, technique and equipment needs.
- Works in conjunction with the Operations Division, management staff and Human Resources to facilitate the development and administration of EMS-related performance improvement plans.
- Supports the District's Controlled Substance Inventory Program.
- Facilitates the tracking and management of employees' EMS certifications.
- Assists in the development of EMS policies and procedures as required.
- Assists the EMS Chief with various quality improvement activities.
- Participates in demonstrations, committees, and meetings. Acts as a resource and point of contact for inquiries and assists with training for other public agencies.
- Participates in establishing and updating standards of patient care, patient care documentation and District Policies and Procedures for the EMS Division.
- At the direction of the EMS Chief, attends meetings with corresponding agencies, regulatory bodies and business partners to plan, develop and implement District adopted EMS Division goals.
- At the direction of the EMS Chief, assists with investigations of EMS related complaints and unusual occurrences relating to patient care, including communicating with members of the public, coaching employees, and resolving relevant issues effectively.
- Researches and writes reports, analyzes data, and corresponds with regulatory, governmental and business entities as required.
- Performs other related EMS duties as directed.

QUALIFICATIONS

In general, the EMS Officer will need to possess the following skills, knowledge, and attributes to be successful in fulfilling the responsibilities of the position:

Knowledge and comprehension of:

- Various District and legally required accountability systems.
- Principles and practices in the development of EMS training processes.
- Principles and practices related to the instructional methods/delivery of effective employee education and training.
- Principles and practices of education and public speaking, including the planning, preparation, and evaluation of educational materials and outreach tools.
- Principles and practices of project management.

- Basic human anatomy and physiology, medical terminology, techniques, and established analytical processes used in the description and assessment of patient status.
- Contra Costa County Pre-Hospital Care Policies, and Field Treatment Guidelines.
- Contra Costa County Administrative Policies.
- County, state and federal laws, rules and regulations
- Appropriate District policies and procedures.
- Administrative methods and procedures including material and equipment acquisition.
- Safe working procedures near and in potentially dangerous environments including: Immediately Dangerous to Life and Health (IDLH) atmospheres; OSHA requirements and respiratory protection laws; First Responder Awareness Level for Hazardous Materials; Operational Area policies and procedures
- Center for Disease Control (CDC) CHEMPACK Program policy and procedure.

Ability to:

- Identify potential problems and/or issues and develop and recommend practical solutions for the EMS Chief.
- Facilitate compliance with District and legally required accountability systems to accommodate timely, consistent, complete, and effective documentation and reporting, as required.
- Evaluate EMS practices and conduct comparative analysis against industry standards and alternative and/or progressive practices.
- Observe EMS operations in a field setting, provide constructive verbal or written feedback in order to facilitate supportive employee development.
- Plan, develop, coordinate, deliver, and evaluate EMS education and training modules.
- Maintain a positive attitude and communicate effectively with EMS personnel, government officials, civic groups, the public and District staff.
- Prepare clear, concise, and accurate written reports and curriculum plans.
- Represent the District in meetings with the public, and government bodies to promote the District's EMS program goals.
- Utilize computers and software for information retrieval, analysis and planning, records management, status tracking, report and memo writing, time management, and the setting of priorities.
- Utilize well-developed communication skills, including presentation skills and ability to effectively facilitate training sessions, meetings, and projects.
- Utilize written skills, including exercising professional use of grammar.
- Utilize organizational skills with the ability to be flexible and to multi-task.
- Maintain strict confidentiality relating to patient medical records, employee performance documentation, and testing/evaluation processes.

EXPERIENCE

- Five years of full-time employment as a Registered Nurse
- Minimum three (3) years of uninterrupted service within the last five (5) years, working within
- an EMS delivery organization.

EDUCATION

Possession of an Associate of Arts/Science Degree from an accredited college or university; a Bachelor of Arts/Science Degree from an accredited college or university is desirable.

CERTIFICATIONS/ACCREDITATION

The following certificates are required at the time of appointment: American Heart Association (AHA) Health Care Provider Cardio-Pulmonary Resuscitation CPR; AHA Advanced Cardiac Life Support (ACLS); AHA Pediatric Advanced Life Support (PALS); International Trauma Life Support (ITLS), or Pre-Hospital Trauma Life Support (PHTLS). Employees in this classification are required to maintain currency of these certifications as a condition of employment and will remain compliant with all future requirements set forth by the District and/or county, state, and federal regulations.

Within six (6) months of appointment, the incumbent will acquire AHA Instructor Certifications for Healthcare Provider Cardio-Pulmonary Resuscitation (CPR), Advanced Cardiac Life Support (ACLS), and Pediatric Advanced Life Support (PALS), in addition to instructor certification for International Trauma Life Support (ITLS) or Pre-Hospital Trauma Life Support (PHTLS).

The following certificates and/or courses are desirable at the time of appointment and required within 12 months of appointment: California State Fire Marshal (CSFM) Instructor 1 Registration.

Alternate instructional credentials may be substituted in place of California State Fire Marshal Instructor I Registration with approval of the Fire Chief.

REQUIRED LICENSE

Valid Registered Nurse license issued by the California Board of Registered Nursing. Employees in this classification are required to maintain uninterrupted licensure as a condition of employment.

Possession of a valid California Driver's License. Maintenance of a valid Class C California driver's license, including the medical clearance, is required as a condition of employment.

ASSIGNMENT PARAMETERS

This position is an administrative assignment requiring a 40-hour work week, Monday through Friday. Alternate schedules of either four (4) 10-hour days per week (4/10 schedule), or nine (9) 9-hour days over two (2) weeks (9/80 schedule) may be available and would require the approval of the EMS Chief. Occasional evening, weekend, and/or holiday work assignments may be necessary.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit or reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, jog or run.

The employee must occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee must have the ability to: drive vehicles, operate a personal computer, read small print on documents and maps, detect subtle shades of color, hear and speak well enough to communicate over the telephone, radio and in person. The employee must be physically fit enough to carry EMS equipment as needed, load and unload vehicles, and work outdoors in all types of weather conditions; and possess the stamina to perform administrative functions and meet physical and mental demands of the position.

While performing the duties of this job the employee occasionally works outside, with the potential exposure to wet, humid, hot and inclement weather conditions. The employee may also be exposed to heights, temperature extremes, crowds, loud noises, limited visibility and moving mechanical parts.

OTHER CHARACTERISTICS: Must be willing and have the ability to work such hours as are necessary to accomplish the job requirements. May be required to attend meetings, seminars, and conferences during or after scheduled work hours and regularly scheduled days off; travel out-of-town or out-of-state for several days at a time; consistently follow through with duties/assignments and work harmoniously with co-workers, the public, and superiors; wear approved uniform; wear appropriate personal protective clothing; report for work on a regular and consistent basis, and maintain an acceptable attendance record in accordance with District policy.