

EMS Chief

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General:

Definition: Primary manager for all operations of the Verde Valley Ambulance Company (VVAC) with responsibility for daily operations, direct and indirect supervision of all VVAC employees, all equipment, fleet, station order and maintenance. Administers policies, standards, and protocol. Interacts with community and government agencies. Initiates and maintains a positive standing in the community. Initiates and supports high standards of training, performance, and morale of subordinates. Formulates and manages the annual budget. Keeps an open line of communication with the Board President and other members as necessary. On occasion, requires emergency response with subordinates. Manger needs to know employees, have the ability to communicate with, and motivate them. This job requires honesty and integrity of all employees, and these qualities need to start at the top.

Status:

- Exempt

Directly Supervised by:

- Board of Directors

Directly Supervises:

- Directly and indirectly supervises all Administrative personnel.
- Directly and indirectly supervise Assistant EMS Chief.
- Directly and indirectly supervises all shift personnel including reserves.

Essential Duties and Responsibilities:

- Functions as senior operations officer of the EMS Staff Team.
- Provides daily leadership to staff.
- Monitors daily emergency response and performance of operational teams.
- Works with the Board to develop an annual budget.
- Responds to emergencies in any capacity as needed.
- Evaluates subordinate personnel and reviews evaluations done by subordinates and insures consistency in evaluations.
- Recommends enhancements in training, equipment, procedures, protocol, and policies.
- Maintains authorized staffing levels, makes appropriate adjustments as needed.
- Oversees major projects on behalf of the governing board.
- Analyzes data and prepares technical reports as requested.
- Assists during hiring, promotional and discipline processes, as required.
- Prepares financial reports monthly for Board of Directors.
- Prepares complete agendas, minutes, and supporting documents as necessary to allow for an informed board meeting.

- Maintains professional education, seeks additional training opportunities, and facilitates interaction to keep abreast of changes in requirements which affect VVAC.
- Conducts, attends, and interacts in meetings with VVAC personnel, elected officials, Fire Districts, Fire Departments and any other public agencies.
- Maintains positive working relationships with VVAC employees.
- Leads in trainings and enhancements, ensuring consistency and efficiency with local protocols and manufacturer's directions.
- Maintains record system of employee trainings that show proficiency of required skills.
- File all required annual reports to outside agencies in a timely and professional manner.
- Meets with elected or appointed officials, other Fire/EMS officials, community and business representatives, and the public on all aspects of the VVAC's activities.
- Performs any other duties needed to meet daily operating standards.

Minimum Job Requirements:

- Obtain by time of hire, a valid AZ driver's license.
- Ability to speak, read, and write the English Language in performance of duties.
- Maintain AZ State EMS CEP certification or Nursing RN, PA license.
- Meet company physical standards.
- Meet insurability requirements of the company's insurance carrier.
- Have Associates Degree in Business, or at least 10 years' progressive experience in EMS service or equivalent in Health Care as an RN.
- Be proficient in Microsoft Word, Excel and PowerPoint.
- Strong interpersonal skills.
- Good Leadership skills.
- Strong analytical/problem solving abilities.
- Strong oral, written and presentation skills.
- Must possess knowledge of vehicle safety, repair and maintenance.
- Receive, analyze, and solve customer complaints.
- Understand all aspects of the ambulance business:
 - **DHS**
 - Annual Operations Report due June 30th
 - Ambulance Inspections
 - Prepare rate increases as needed, or apply for yearly COLA increase
 - **Board of Directors Monthly Information**
 - Agendas
 - Minutes of all meetings
 - Financials
 - Annual Meetings and election of Officers
 - Recommended salary adjustments
 - Attend all Special Meetings

- **Long-Term Planning**
 - Formulate long term plans with Board
 - **Other Agencies/Departments/Districts**
 - Must have an understanding of local reserve/volunteer programs and what motivates the success of these programs
 - Maintain working relationship in the areas of mutual aid and training with local partners and agencies

Other Job Functions and Duties:

- Thorough knowledge of AZ State Laws pertaining to EMS.
- Thorough knowledge of EMS techniques, practices, regulations, standards.
- Thorough knowledge of company policies and procedures.
- Thorough knowledge of basic human resources.
- Understand the billing process, dealing with insurance companies, Medicare, AHCCCS, and Private Pay customers.
- Appoint Shift Captains as needed.
- Assign Employees to shifts as required.
- Assign Employees duties as required.
- Attending various monthly meetings:
 - Verde Valley Fire Chiefs Association
 - Captains Meeting
 - Steering Communication Meeting
 - Pre-Hospital Care Meeting
 - Arizona Ambulance Association Meeting
 - NAEMS Meetings

Ability to:

- Follow verbal and written instructions.
- Manage stressful situations.
- Prioritize work to meet goals and objectives within acceptable timeframes.
- Manage sensitive information in an appropriate manner.
- Work effectively as part of the management team.
- Identify problem areas and make recommendations and solutions.

Tools and Equipment Used:

Vehicles, ambulances, lap top computers, radios, pager, computer, phones, copiers, fax, scanners and miscellaneous EMS equipment.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. The position requires significant physical strength and dexterity and the ability to function in very adverse environments with exposure to numerous safety risks typically found at emergency scenes. The following guidelines are used to describe the frequency of activities in this position: Occasionally equals 1%-33%; Frequently equals 34%-66%; and Continuously equals 67%-100% of a typical workday.

Standing/walking: Frequently to continuously when responding to calls. This usually includes going to and from the emergency vehicle, getting patients from their locations, and rendering treatment. Most walking would be for short distance; as emergency vehicles are allowed to get as close to the location as possible. However, the employee must also be able to run these same distances, in case of an emergency where time is of the essence. Walking and running may vary, however, as the patient may be located inside a large, multi-floored facility. Standing, walking and running could be on all types of surfaces, including but not limited to: asphalt, cement, concrete, soft/packed dirt, linoleum, wood, hardwood floors, etc. The individual must be able to go up and down slight inclines or declines that may be found at roadsides, agricultural areas, etc. At a location, standing would occur more often than walking or running. Standing would occur on the wide variety of surfaces mentioned above. Standing could last from a few minutes to hours, depending on the situation. Standing could occur in the standard erect position, or stand from a kneeling or squatting position, etc.

Sitting: Frequently when responding to a location, the individual will sit in the emergency vehicle. The emergency vehicles are equipped with a standard installed vehicle seat. The time performing the sitting activity on a call would depend upon the specific situation.

Lifting and carrying: Frequently required to lift and carry weight ranging from a few pounds to ten (10) pounds and above. Occasionally required to lift and carry weight scaled at about 100 pounds or more. Employees will need to lift and carry, with one team member, adult patients, lifting them from various positions (such as a bed or a chair) onto various patient movement devices, such as an ambulance stretcher, a stair chair, long back boards, etc., and then efficiently move them into an ambulance. Other heavier objects in the high range category would be 5-foot tall, 10-inch diameter oxygen cylinders, and medical equipment boxes. The oxygen cylinders can be made of quarter-inch steel and weigh up to 113 pounds. The medical equipment boxes can weigh approximately fifty pounds or more. Occasionally, may have to hike into wooded and mountainous areas for retrieval of a patient.

Bending and stooping: Frequently throughout a work shift the employee will be required to bend in a range of 1 to 90 degrees. The average situation will require the individual to work in a range of 35 to 65-degree bends. This would involve lifting a patient, lifting equipment, treating a patient at ground level, sitting on a bench located in the ambulance. This activity may be prolonged and last up to 30 minutes or more. During any given call, the provider may bend and/or stoop 1 to 15 times per incident.

Crouching and kneeling: Frequently, crouching and kneeling may be performed when on the scene picking up equipment or assisting patients. The actual number of times this is done depends on the particular incident but may be up to 15 times for duration up to 30 minutes or greater.

Reaching: Frequently to continuously throughout the work shift in order to review monitoring equipment, operate communication equipment, administer oxygen and operate equipment. The employee may also be required to reach in precarious positions, such as in a vehicle, which has been crushed in an accident, or in other confined spaces. If working inside the ambulance enroute to a medical facility, the employee will need to reach to access the patient and supplies. Reaching will involve partial to full extension of the arms.

Pushing and pulling: Frequently, the activities that would require the most force in pushing and pulling is when removing or returning a gurney to the emergency vehicle with and without a patient on the gurney. The weight required to push/pull will vary, depending on the weight on the gurney. Slight pushing will be required if the employee is performing CPR, which can require repetitive pushing and may range from a few minutes to hours. Pushing and pulling is required when operating and closing vehicle doors.

Handling or grasping: Continuously, while working at any given location, certain bilateral gross manipulation is performed in this position. This may be involved when: opening/closing doors; and using, handling, carrying and /or operating medical equipment boxes that may weigh approximately fifty (50) pounds or more, such as stretcher rails, various handles attached to equipment, and tools. The arm and hand must be able to perform all types of positions, including supination and pronation. Hyperextension, extension and flexion of the fingers will be involved, ulnar and radial deviation, abduction and adduction of the hand and wrist will be required. A wide variety of grasping will be required, such as cylindrical grasping, palmer grasping, hook, grasping, tip grasping and lateral and spherical grasping.

General Daily Station Routines:

- Many of the situations described above may be encountered in daily routines of station cleaning and maintenance, or regular vehicle/equipment cleaning and maintenance.

Hazards: The employee, when responding to emergencies, can be exposed to dust, fumes, gases, fire, smoke, adverse weather conditions, and chemicals. There is potential for bodily harm or death from violent patients, bystanders, or other dangers. At all times the employee is expected to adhere to all applicable policies and procedures concerning safety and the prevention of contamination and infection due to blood borne pathogens.

Other Physical Requirements:

- Maintains balance and strength in awkward positions;
- Speaks clearly, even under stressful circumstances;
- Accurately communicates ideas orally and in writing in English;
- Responds physically with speed;
- Speaks at proper volumes for appropriate situations; and

Mental Requirements of the Position:

- Handles a significant number of stressful situations, and able to function calmly, coolly and collectively under all types of stressful situations;
- Gets along well with diverse personalities;

- Communicates with patients and others with empathy and respect;

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- Creates and maintains a positive and cooperative working environment in stressful situations;
- Works smoothly and professionally within an environment where teamwork is essential;
- Analyzes and interprets difficult and complex patient care and personnel situations;
- Works independently with minimal supervision for assigned tasks;
- Exercises sound independent judgment within general policy and procedural guidelines;
- Anticipates and identifies problems and takes initiative to prevent or correct them;
- Establishes and maintains effective working relationships with all levels of personnel within the medical community, outside agencies, patients, and members of the community;
- Understands and follows federal, state and local laws, and policies, procedures and rules;
- Follows orders;
- Remembers and applies concepts, knowledge and principles;
- Appropriately manages stress and maintains composure when encountering serious injuries or illnesses;

Public Trust and Image:

Employees are required to be a positive representative of VVAC at all times, on and off the job. The use of uniforms, even part of a uniform, must associate with the agency in a positive way. Employees should always give consideration of this while wearing a complete or partial uniform, to include hats.

Work Environment

The work characteristics described here are a representative of situations or environments a member may encounter while performing their essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed primarily in the office, vehicle, and outdoor settings, in all weather conditions, including extreme temperatures, during day and night shifts. Work is often performed in emergency and stressful situations. Individuals can be exposed to sirens and hazards associated with rendering emergency medical assistance, including infectious substances, smoke, noxious odors and airborne or blood borne particles. The noise level in the work environment is usually quiet in the office setting, moderate during daily work routine, and can be loud at an emergency scene.

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an Employment agreement between the employer and the employee and is subject to change by the Employer as the needs of the employer and requirements of the job change. VVAC maintains a Drug, alcohol, and tobacco-free workplace.

