



El Dorado County Emergency Services Authority

Policy Subject Matter: **4.3 Emergency Medical Services (EMS) Manager**
Review Date: **04.24.2024**
Revision Date: **04.24.2024**
Creation Date: **10.11.2023**

I. Purpose:

The purpose of this policy is to establish the job description for and describe the essential functions and qualifications of the Emergency Medical Services (EMS) Manager for the El Dorado County Emergency Services Authority (JPA).

II. Policy:

The EMS Manager provides operational, and clinical support for the JPA and Executive Director. The EMS Manager may plan, organize, coordinate, and evaluate the field and clinical operations of the JPA. Under the direction of the Executive Director, the EMS Manager conducts ongoing opportunity analysis to determine key clinical and operational performance management issues and demonstrate appropriate fiscal management. The EMS Manager will utilize theory-based program design, implementation, and evaluation strategies and provide data to guide ongoing short and long-term system development. The EMS Manager will provide operational field support for EMS vehicles, EMS equipment, and EMS medical supply management. The EMS Manager will assist with EMS training that falls under the obligation of the JPA. The EMS Manager, under the direction of the Executive Director, will represent the JPA at assigned meetings and will also perform all other duties as assigned by the Executive Director.

III. Position Duties:

1. Under the direction of the Executive Director, plans, organizes, implements, and evaluates all operational and clinical activities related to the provision of emergency medical treatment and transport within the jurisdiction of the JPA.
2. Participate in budget preparation and administration; assist in the preparation of cost estimates for budget recommendations, equipment, materials, supplies, and special projects; and monitor and control expenditures.
3. Prepares operational and clinical system reports to include recommendations relative to revisions, implementation, or discontinuation of specific system elements.
4. Participates and, when appropriate, facilitates internal and external committees, task forces, advisory groups, and professional organizations, as assigned by the Executive Director.
5. Under the direction of the Executive Director, ensures compliance with all written contracts and agreements.
6. Under the direction of the Executive Director, develops and implements JPA policies and procedures.

7. Develops and maintains collaborative professional relationships with Board Members, the Executive Director, and other members of the Emergency Medical Services community.
8. The EMS Manager will oversee operational support in the field for EMS vehicles, equipment, and medical supplies. This includes managing the Controlled Substance Program and coordinating upgrades and replacements for all EMS system equipment, among other responsibilities.
9. Establishes and monitors quality improvement indicators and measurements for JPA operations.
10. Manage the JPA's comprehensive EMS Quality Improvement Program (QIP).
11. Serve as the program coordinator for the JPA's EMS continuing education provider programs and maintain required education files to ensure compliance with certifying entities and maintain Continuing Education (CE) provider status.
12. Provide opportunities for continuing education to Paramedics, EMTs, and First Responders.
13. Collaborates with El Dorado County representatives, JPA Members Agency Medical Directors and EMS Leadership on issues related to patient care.
14. Ensures the JPA and JPA Member Agencies meet State and local requirements related to EMS Quality Assurance and Quality Improvement (QA/QI).
15. Evaluates the JPA's response to EMS incidents, including retrospective analysis and review of patient care reports. Provides feedback to EMS providers to ensure compliance with accepted clinical standards, local policies and procedures, and documentation standards.
16. Monitors, evaluates, and implements new federal, state, and local laws, regulations, ordinances, or policies related to EMS. This role involves ensuring that the JPA adheres to all relevant regulatory programs.
17. Collaborates with JPA stakeholders on matters pertaining to medical and quality of patient care issues; reviews sentinel events related to the delivery of patient care.
18. Plans, develops, implements, and evaluates the JPA's databases, assuring reporting compliance requirements of the JPA and other agencies as necessary.
19. Assists with the maintaining of the JPA's EMS software programs, including the electronic patient care report (ePCR) system and other computer related requirements.
20. Performs all other duties as assigned.

IV. Minimum Position Requirements:

1. Education

- Associates Degree in emergency services or management, public administration, finance, business management, risk management or related field or required equivalent experience. Bachelor and/or Master's degree preferred.

2. Licensure/Certification/Registration Required

- Possess and maintain a current and valid California Paramedic License.
OR
Possess and maintain a current and valid California Nursing License.
 - Five (5) years as a licensed Paramedic and/or Registered Nurse with duties or responsibilities as follows:
 - Minimum of three (3) years as an EMS Quality Improvement Coordinator or equivalent position.
- OR

Minimum of three (3) years as a Paramedic Preceptor or Prehospital Care Instructor or equivalent.

OR

Minimum of three (3) years as Mobile Intensive Care Nurse (MICN) or Base Hospital Coordinator or equivalent.

OR

Minimum of three (3) years conducting Continuing Education classes for EMS professionals.

Or

A combination of duties that total a minimum of four (4) years.

- Possession of and ability to maintain a valid California Class C Driver's License is required.
- Must be 18 years of age.
- Must be able to provide proof of eligibility to work in the United States.

3. Knowledge/Skills Required

- Ability to work collaboratively and effectively with , Executive Director, and JPA members.
- Thorough knowledge of Ralph M. Brown Act and its implications for public agencies
- Demonstrated capacity for process improvement (experience with project/process management preferred).
- Capable of conducting delicate negotiations with a range of agencies and vendors.
- Demonstrated knowledge of EMS system requirements.
- Knowledge of computer applications in order to perform accurate word processing and record-keeping functions.
- Established supervisory skills, able to manage and lead office staff effectively and constructively.
- Both verbal and written communication skills with good working knowledge of English grammar and basic record-keeping procedures.
- Ability to prioritize tasks as well as the ability to follow written and verbal instructions with a minimum of direction and supervision.
- Excellent interpersonal skills and the ability to work well with people from multiple disciplines and organizations.
- Effective negotiation and stress management skills.
- Ability to adjust to changing job requirements, priorities, and unusually heavy pressure.
- Ability to provide service-oriented customer assistance in a professional and courteous manner and to demonstrate cultural/spiritual sensitivity to diverse populations.
- Ability to be assertive, collaborative, self-directed, and accountable for outcomes.

4. Experience Desired

- A minimum of two (2) years' experience working for a public agency.
- Demonstrated experience in delivering and/or managing prehospital emergency services.

- Fire services management background (preferred).
- Demonstrated ability to effectively facilitate diverse groups of Board members.

V. Working Conditions:

1. Regularly drives throughout the entire area of El Dorado County on JPA business.
2. May be required to work evenings or early mornings to attend various Board of Director and Committee meetings.
3. Occasionally required to travel out of county for other EMS- related professional meetings.
4. Works in a fast-paced, high-volume environment with frequent interruptions and changing priorities.
5. Regularly work with both large and small groups as well as with individuals.
6. Occasionally deals with people who are angry, frustrated, or upset.

VI. Physical Demands of Position:

While performing the duties of this job, the employee is frequently required to use hands and fingers to handle or grasp objects, type on a keyboard, manipulate office equipment. The employee is frequently required to sit, stand, and walk. The employee is occasionally required to reach with hands and arms, kneel, crouch, or squat. The employee must occasionally lift and/or move up to 65pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus. The employee must have the ability to: operate a personal computer, read small print on documents, hear and speak well enough to communicate over the telephone and in person.

VII. ENVIRONMENTAL ELEMENTS AND WORKING CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in varying emotional states. Must be able to pass a pre-employment physical and background investigation, including fingerprinting.

THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK PERFORMED. THEY ARE NOT INTENDED TO BE CONSTRUED AS AN EXHAUSTIVE LIST OF ALL RESPONSIBILITIES, DUTIES, AND SKILLS REQUIRED FOR AN INDIVIDUAL IN THIS POSITION.