

Position: Emergency Medical Services Shift Supervisor
Reports to: Emergency Services Director

Department: EMS
Employee:

POSITION DESCRIPTION

As the EMS Technician: See Paramedic Job Description

As the Shift Supervisor: Provide shift supervision and administrative duties that ensure the proper delivery of emergency and non-emergency pre-hospital medical services including but not limited to maintaining records and files, preparing reports, scheduling crew members, mentoring, training, quality improvement, mass casualty management, coordinating activities with other emergency service agencies and related work as apparent or assigned. Continuous supervision is exercised over all personnel within the team. Duties are performed under general supervision of the Emergency Services Director.

As the Safety Officer: Duties are performed under the limited supervision of the Emergency Services Director.

- Member of the Peer Review Committee
- Update the state medical asset resources tracking (SMART)
- Member of the Incident Command System
- Hazard Control Program
 - Maintain SDS records
 - Inspect & maintain decontamination equipment
- Respiratory Protection Program
 - N 95 Fit Test
- EMS Safety Program
 - Monitors and assess for unsafe situations
 - Develops measures to assure personnel safety
 - Training & compliance with OSHA standards
 - Report & Investigate Accidents

As the Supply and Equipment Officer: Duties are performed under the limited supervision of the Emergency Services Director.

- Keep track of and order supplies
 - Maintain inventories for unit restock
 - Order and store supplies
 - Ensures recall products are removed from stock
- Schedule equipment testing and calibration
 - Cardiac Monitors/Defibrillators
- Schedule or complete equipment maintenance
 - Stretchers/stair chair equipment (scheduled & unscheduled)
 - Cardiac Monitors (scheduled & unscheduled)
- Assist in maintaining the SDS records
- Test and maintain AEDs in the county
 - Miscellaneous public buildings
 - Fire Departments
- Complete monthly EMS schedule for review by the Emergency Services Director

As the Facilities and Fleet Officer: Duties are performed under the limited supervision of the Emergency Services Director.

- Track unit daily inspections and drug boxes
 - Routine daily inspection sheets
 - Drug box inspections
- Schedule EMS unit maintenance
 - Preventive maintenance (scheduled)
 - Light and heavy maintenance (unscheduled)
 - Ensure vehicle recalls are addressed
- Schedule facility light maintenance
 - Change out lights
 - Minor bathroom issues
 - Minor kitchen issues
 - Report major issues to County Maintenance Supervisor
- Track fuel receipts

- Collect receipts and file
- Make monthly report to county Finance Office and Emergency Services Director

As the Training Officer: Duties are performed under the limited supervision of the Emergency Services Director.

- Member of the Peer Review Committee
- Maintain training records
 - Driver License
 - Certifications (CEVO, AHA, NCOEMS, etc.)
- Oversees continuing education program
 - Scheduling and instructors
 - CPR Classes (county organizations and EMS personnel)
- Track training hours and ensures current Technical Scope of Practice (TSOP) evaluation forms on file for all technicians.
- Skills testing
- Preparing for recertification
- Training remediation as directed by Medical Director
- Ensure required training is completed
 - Hazmat Refresher
 - PPE & BSI
 - BBP
 - NIMS
 - CPR
 - Paramedic – Cardiac care, pediatrics and trauma certifications
- Coordinate orientation program for new employees and volunteers

JOB DUTIES AND FUNCTIONS

1st Priority: Respond to all Priority 1 EMS calls & lift assists

2nd Priority: Insure 2 units are staffed for the current shift

3rd Priority: Insure 2 units are staffed for the oncoming shift

EOC: Help staff the Emergency Operations Center

1. Update eSchedule as needed
2. Safety and risk management
3. Ensure all equipment is in working order
4. Ensure all units are inspected, clean inside & outside each shift
5. Keep track of calls and crews for report issues
6. QA previous shift's reports for clinical procedures
7. Ensure daily duties are completed by crews
8. Checks zone vehicle daily to detect malfunctions to ensure efficient operation; performs minor preventative maintenance on agency equipment.
9. Attends educational classes and seminars to broaden knowledge and skills in leadership and the care and treatment of patients; attends monthly continuing education training to stay current of knowledge and skills.
10. Ensures the cleaning and orderly care of the station's ambulance bay, kitchen, day room, offices, etc.
11. Assists with the training, mentorship and evaluation of emergency medical technicians; assists with pre-employment testing as assigned.
12. Facilitates learning to ensure employees acquire the knowledge and skills necessary to become successful employees.
13. Serves as a mentor, role model and educational resource for fellow employees.
14. Assists in the development and implementation of guidelines, policies and procedures for training, field practice and medical standards.
15. Abides by, enforces and participates in the implementation and ongoing oversight of safety standards and regulations.
16. Assists with employee evaluations; provides coaching and assistance to employees as needed.
17. Attends and represents the organization at professional meetings and organizations as assigned by the Emergency Services Director.
18. Plans, organizes, directs and monitors the activities of the field EMS staff on assigned shifts.
19. Provides back-up staffing on an as-needed basis.
20. Responds to complaints, questions and information dealing with field EMS staff, keeping the Emergency Services Director abreast of all situations.
21. Performs related duties as required.

QUALIFICATIONS/SPECIAL REQUIREMENTS

1. High School graduate or equivalent.
2. Valid North Carolina driver's license.
3. Successful completion of an approved North Carolina Office of EMS Paramedic training program and certification as a Paramedic and maintain level of certification.
4. Successful completion of additional course work and/or certification to include, at a minimum, certification in cardiac care, pediatrics and trauma, as determined necessary by the Emergency Services Director.
5. Three years of field experience as a Paramedic preferred.
6. Able to pass an oral board with the sponsor hospital's medical director to operate at the Paramedic level.
7. Incident Command System (ICS) training including but not limited to IS – 100, 200, 700, 800. IS – 300 and 400 preferred.
8. Supervisory experience and an Associates/Technical degree with course work in emergency medical services, management or related field and three to five years of experience working as a Paramedic or equivalent combination of education and experience.
9. PC proficiency in word processing, spreadsheet, and presentation software as well as Internet and email use.
10. Strong technical report writing, research and analytical skills.
11. Hold or obtain within 12 months of employment a valid BLS Instructor certification from the American Heart Association.

JOB KNOWLEDGE, SKILLS, AND ABILITIES

1. Ability to respond quickly and calmly to emergency situations.
2. Knowledge in the proper use of safety equipment and current trends in personal protective equipment.
3. Knowledge of system safety principles.
4. Ability to deal tactfully, courteously and firmly with patients, their representatives and the general public.
5. Skills to evaluate the patient's condition and determines the extent of injury or illness. Obtains information concerning history of illnesses or diseases.
6. Skills to provide the necessary pre-hospital care and treatment of the patient to the Paramedic level in accordance with current approved protocols; calls for support or assistance from other emergency service agencies as needed.
7. Ability to follow protocols and/or directions from medical control when treating patients.
8. Thorough knowledge of emergency medical equipment and its proper usage.
9. Skills in obtaining permission and preparing patient for transport; keeps the patient as calm and stabilized as possible for transport.
10. Skills in communication with hospital emergency department personnel to inform them of patient enroute to hospital and relays information concerning nature and extent of the patient's injury or illness.
11. Able to serve as a patient advocate to elicit cooperation for proper treatment and care; works with all hospital personnel to promote and maintain harmonious working relationships.
12. Knowledge in completing a Patient Care Report, HIPPA form and Billing Authorization form. Collects hospital patient cover information; leaves a copy of the PCR worksheet and any samples collected with hospital staff; enters patient data and CAD data into electronic reporting system, after a call, in a timely manner.
13. Considerable knowledge of the geography of the local area.
14. Considerable knowledge of the operation and mechanical aspects of ambulances and quick response vehicles.
15. Considerable knowledge of and ability to practice good defensive driving.
16. Considerable knowledge of radio communications equipment.
17. Ability to lift and move up to 200 pounds with assistance.
18. Ability to carry, lift, climb, extricate and perform other physical maneuvers involved in rescuing and rendering pre-hospital emergency care to the patients.
19. Ability to learn, understand and apply additional training and education.
20. Ability to maintain effective working relationships with other employees.
21. Ability to train, evaluate, motivate and direct employees; general knowledge of the principals of supervision, organization and administration.
22. Ability to assign, direct supervise and appraise the performance of subordinates.
23. Ability to assist in the training of emergency medical technicians in various phases of emergency medical care and in other job-related duties and assignments.
24. Ability to express ideas clearly orally and in writing; ability to understand and follow oral and written direction.
25. Ability to establish and maintain effective working relationships with other county employees, other agencies and the general public.
26. Ability to communicate with tact and diplomacy, both orally and in writing, using proper spelling, grammar, and punctuation with all levels of EMS, outside agencies, community groups, and citizens.
27. Ability to conduct oral presentations, relaying technical information in understandable terms.
28. Ability to pay close attention to detail, ensuring strict accuracy in work.

29. Ability to efficiently manage time and workload, which includes prioritizing, following through on a variety of tasks, assignments, and reports and meet deadlines.
30. Ability to maintain confidentiality, only stating information on a “need-to-know” basis and safeguarding sensitive material.
31. Ability to network and maintain professional relationships with various federal, state, and local agencies.
32. Ability to work a flexible schedule to include working evenings and weekends as required

COMPETENCIES

Business Ethics: Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Communications: Expresses ideas and thoughts verbally and in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects and uses appropriate communication methods.

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Responds promptly to customer needs.

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines.

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively.

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Relationship Building: Builds rapport across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and is tolerant of diverse viewpoints.

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

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