



Emergency Medical Services Coordinator – Limited Term

Summary

Develop, coordinate, and facilitate Emergency Medical Services (EMS) programs and activities including all required education, training, licensing, certification, and documentation for Fire Department staff; ensure compliance with all applicable Federal, State, and local laws, regulations, and reporting requirements as well as department policies and procedures; collaborate with other department personnel, City staff, and Continuous Quality Improvement (CQI) stakeholders; develop, monitor, and evaluate EMS related performance metrics; oversee and manage the department's new hire academy and orientation process.

Class Characteristics

General supervision is provided by the Assistant Fire Chief or designee; responsibilities may include the indirect supervision of technical and/or support staff.

This is a non-sworn professional class that is distinguished from other administrative support classes in that it performs complex technical duties that require advanced knowledge in the area of emergency medical training and program implementation and coordination.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Assist in the planning, coordination, and implementation of EMS program policies, activities, procedures, and goals.

Plan, coordinate, manage, and implement required EMS training for all Fire Department staff.

Develop and deliver and/or coordinate the development and delivery of EMS curriculum and training programs in accordance with applicable regulatory requirements and industry standards for both initial and continuing education and certifications.

Teach emergency medical services classroom and skills-oriented training courses as needed to meet established goals.

Evaluate training programs for content and outcomes in compliance with EMS and departmental goals, objectives, and requirements.

Prepare and maintain accurate and complete records of the work performed; prepare clear and concise reports to monitor/audit the success and compliance of the EMS training program; create related written training plans and audit reports with appropriate data and graphic materials.

Manage the Department's Exposure Control Plan, Narcotics management, and CQI plans.

Coordinate employee recognition and provide community education programs.

Assist with individual training plans and make recommendations for EMS training; ensure that staff complies with all legal and regulatory requirements and/or specialized training; assist in identifying and resolving problems related to training issues.

Utilize training management systems and applications to facilitate, track, monitor, and manage training and certification for department staff.

Communicate with appropriate supervisory personnel regarding status of training and certification compliance for department staff.

Collaborate with the Assistant Chief and Training Division Battalion Chief to facilitate the department programs for EMS career development; act as a liaison between staff and the paramedic training institutions.

Accompany suppression crews to EMS incidents periodically to observe EMS field operations and evaluate training, technique, and equipment needs.

Attend department, City, and external meetings to attain and convey information regarding EMS operations and other related matters.

Participate in establishing and updating standards of patient care, patient care documentation, and policies and procedures for the department.

Perform related duties as assigned.

Skills/Abilities:

Coordinate, direct, and implement a comprehensive EMS program to meet the needs of the community and the Fire Department.

Recommend and implement goals, objectives, and practices for providing an effective and efficient EMS program.

Interpret, apply, and explain applicable Federal, State, and local policies, procedures, laws, and regulations.

Learn the certification and licensure requirements for EMS staff.

Prepare written reports and correspondence.

Observe EMS operations in a field setting and provide constructive verbal or written feedback to facilitate supportive employee development.

Make sound, independent decisions within established policy and procedural guidelines.

Emergency Medical Services Coordinator – Limited Term

Manage multiple priorities, organize workload, and meet established deadlines.

Successfully navigate political or other sensitive situations using tact, initiative, prudence, and independent judgment within general policy and legal guidelines.

Establish and maintain effective working relationships with those contacted in the course of work.

Collaborate and function in a team-based environment to achieve common goals.

Deliver and evaluate EMS education and training modules.

Represent the EMS program and department to outside agencies and organizations.

Maintain strict confidentiality regarding compliance standards, patient medical records, employee performance documentation, and testing/evaluation processes.

Perform other duties as assigned.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to sit, use the computer keyboard and mouse, use hands to finger, handle, or feel, reach with hands and arms, talk, or hear, stand, walk, and stoop, or crouch. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Requires the ability to work in an office environment where the noise level is usually moderate. Occasionally lift and/or move up to 25 pounds. The physical ability to enter, exit, and ride in fire apparatus when conducting field work. While doing field work the incumbent in this position works outdoors in all weather conditions including wet, heat, and cold, and may be exposed to extreme noise, mechanical and electrical hazards, fumes, dust, chemicals, air contaminants, blood and other bodily fluids and stressful and traumatic situations which are the result of emergency incidents.

Qualifications

Knowledge of:

Principles, practices, and methods of administering and coordinating a comprehensive EMS program.

Principles and practices associated with evaluating quality control and improvement processes related to paramedic competencies and protocol compliance.

Principles and practices of work planning, program review, and evaluation and work procedures related to EMS operations.

Principles and practices of project management.

Appropriate language usage, grammar, spelling, vocabulary, and punctuation.

Techniques for providing a high level of customer service by effectively dealing with internal and external customers, vendors, and contractors.

Emergency Medical Services Coordinator – Limited Term

Human anatomy and physiology, medical terminology, techniques, and established analytical processes used to describe and assess patient status.

Applicable Federal, State, and local laws, regulatory codes, ordinances, policies, procedures and guidelines relevant to assigned area of responsibility.

Administrative methods and procedures, including material and equipment procurement and acquisition.

Records management and report generation.

Modern office practices, methods, and computer equipment and software applications related to the work, including work processing, spreadsheets, database, and graphic design programs.

Office safety practices, procedures, and standards.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would qualify. A typical way to gain such knowledge and abilities would be:

Possession of a four-year college degree in health care, nursing, social science, paramedicine, emergency medical preparedness or a closely related field, **AND**

Two years of full-time experience as a Registered Nurse, Paramedic, Emergency Medical Technician, or Physician's Assistant in an emergency services setting.

-OR-

Academic coursework in the subjects named above at the college or university level, **AND**

Three years of full-time experience as a Registered Nurse, Paramedic, Emergency Medical technician, or Physician's Assistant in an emergency services setting.

Certifications/Licenses:

Current registration in state of CA as a Nurse, Emergency Medical Tech, Paramedic, or Physician's Assistant.

Possession of a valid California Class C driver's license.

Experience teaching emergency medical or similar educational programs is desired.

Established: 11/20/2023

Resolution #: 2023-172 N.C.S.

Department: Fire

FLSA Status: Non-Exempt