

SANTA BARBARA COUNTY

EMERGENCY MEDICAL SERVICES OPERATIONAL SUPERVISOR

EST: XX.24

DEFINITION: Under direction, supervises the emergency functions of a geographical area of the Emergency Medical Services (EMS) Transport System through subordinate staff which includes the planning, development, organization, and coordination of emergency response services; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS: Positions in this class perform the full scope of supervisory duties over staff in a geographical area of the Emergency Medical Services (EMS) Transport System.

SUPERVISION RECEIVED AND EXERCISED: Reports to an executive or Level III manager. Provides direct supervision to two or more individuals within a program. Exercises direct and indirect supervision over assigned professional, technical, and administrative staff.

EXAMPLES OF DUTIES:

These examples are not intended to reflect all duties performed within the job and not all duties listed are necessarily performed by each individual.

1. Plans, organizes, directs, and supervises the day to day emergency services operations of an assigned geographic area of the EMS Transport System.
2. Supervises and directs the work of staff assigned to shift; hires, trains, assigns, and reviews work; prepares and signs work performance evaluations; coordinates assigned shift activities and assures staff coverage of ambulances; arranges ambulance service transfers requested during the shift and makes assignments to staff the transfer; requests additional resources/ambulances through the dispatch center when indicated; provides counseling on work related problems and participates in disciplinary actions.
3. Exercises a high-level of independence in sector-related decision making; Troubleshoots and resolves program or work unit issues and keeps higher-level management informed of issues/resolution.
4. Develops and manages budgets for sector; develops and administers budgetary and procurement processes for the sector; manages contracts; researches and analyzes financial information; makes resource allocation recommendations; and implements resource allocation decisions.
5. Performs oversight of the preparation of (and/or prepares) contracts, reports, records, plans, and other documents involved in managing the area of assignment; oversees (and participates in) the research and analysis of policy and related information; and/or makes recommendations to higher-level management staff.
6. Assesses and develops preparedness and response strategies to ensure minimal impact and continuation of crucial services during an emergency and ensures that the geographic area is maintained at a certain level of readiness; provides the release of non-confidential information to the departmental PIO; provides for the proper auditing of previous shift patient care reports.
7. Assists with the Incident Management Team (IMT) and Department Operation Center (DOC); serves as the department liaison working with local, state, and federal agencies during activations; organizes response to emergencies or disaster conditions such as earthquakes, major fire/wildfires, hazardous materials, nuclear incidents, severe weather; power outages; public health crisis and public safety threats and activities; operates communications systems; assesses emergency or disaster and determines deployment of personnel and resources in a crisis.

8. Ensures documents, procedures and protocols follow emergency management regulations. Trains subordinate staff on emergency preparedness and response strategies.

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9. Prepares reports regarding potential threats to the department, problems relating to emergency systems and operations and statistical data; recommends solutions.
10. Provides input on the department emergency services budget, equipment, and inventory; monitors purchases and expenditures; assists administrative staff in identifying grant opportunities and aiding with the preparation of grant applications; monitors and tracks grant awards; recommends and monitors procedures for grant implementation.
11. Participates as a member of various committees; manages meetings with subordinate staff and attends executive/management meetings as needed.
12. Assists the department in strategic planning and development efforts of long-term emergency management goals.
13. Provides vacation and temporary relief as required; may perform duties of an EMT-Paramedic as defined in service protocols approved by the EMS division manager and perform forced blood draws on behalf of law enforcement agencies as required.
14. Performs other duties as required.

EMPLOYMENT STANDARDS:

Education and Experience:

The knowledge, skills, and abilities listed below may be acquired through various types of training, education, and experience. A typical way to acquire the required knowledge and abilities would be:

Five (5) years of progressively responsible experience in a related field including at least two (2) years as a supervisor or manager.

Licenses and Certificates:

Possession of the following:

1. A valid California Driver's License and California Ambulance Driver's License;
2. A valid Medical Examiners Certificate and current California Paramedic License with LEMSA accreditation;
3. A current ACLS card; and
4. Current BCLS or CAM training, and current PALS, PEPP or Handtevy training;

ADDITIONAL QUALIFICATIONS:

Knowledge of: emergency medical methods and procedures; emergency medical operations and organizations; basic and advanced life support equipment and supplies; training methods and procedures; program planning, evaluation and supervision; state laws and regulations, regional and county policies pertaining to emergency medical service and pre-hospital care; office procedures and training methods and techniques; principles and practices of public administration as applied to the management of fire and other emergency services; principles and practices of fiscal management and budgeting; personnel management principles and practices, including employee supervision, training, and evaluation; principles and practices of group facilitation, conflict resolution,

and consensus building; principles and practices of procurement and contract administration; principles and techniques of effective oral presentations; and management principles, practices, and techniques

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Ability to: identify emergency medical service training needs; develop training programs; teach others the principles and practices of emergency medical care and related skills; collect and analyze data to establish and identify needs; evaluate program effectiveness; develop and implement operational procedures; maintain accurate records and document actions taken; understand, interpret and explain laws, regulations and policies governing pre-hospital care and emergency medical services; communicate effectively both verbally and in writing with people of diverse socio-economic backgrounds and temperaments; demonstrate tact and diplomacy' establish and maintain cooperative working relationships; understand program objectives in relation to departmental goals and procedures; develop goals and objectives; research regulations, procedures and/or technical medical reference materials; maintain confidentiality of information; manage assigned operations/programs; ensure ongoing compliance with strategic objectives and performance measures; manage and evaluate assigned staff, including training, coaching, participating in the development of goals and strategic objectives, coordinating deadlines, prioritizing work demands, and assigning/monitoring work; analyze and evaluate operational programs, projects, and procedures; analyze problems and emergency situations and develop solutions or strategies; make decisions and exercise leadership in emergency situations; manage budgets, contracts, grants, and resource allocation; resolve complex problems within area of assignment prepare and oversee the preparation of reports, grant proposals, documents, and presentations; make presentations to stakeholders, elected officials, County leadership, etc.; collaborate with program stakeholders, elected and appointed boards, the public, and internal leadership

Class # 8033

EEOC 2

Medical: TBD

Vts Pts: No