

Camden County, North Carolina

JOB DESCRIPTION

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

EMS Director

Department: Emergency Medical Services

Pay Grade/Salary: Grade 15/Step 1 - \$71,621

FLSA Status: Exempt

Repost: 2/13/2024 – 2/28/2024

***Previous applicants need not apply.**

JOB SUMMARY

The EMS Director performs difficult administrative work planning, organizing, and directing the emergency medical services for the County. Work is performed under the general guidance of the County Manager and is evaluated through conferences, results of work, reports, public feedback, and regular meetings of the Emergency Medical Services Committee.

ESSENTIAL JOB FUNCTIONS

- Designs, plans, organizes, and directs the activities of emergency medical services department and staff; coordinates procedures and regulations; maintains up-to-date policy and procedures manual for employees and volunteers; coordinates services with a wide variety of other emergency service providers, including volunteer fire departments, telecommunications, hospitals, and others.
- Researches, recommends, and obtains needed vehicles, equipment, medical supplies, and technology; ensures the security of medications; ensures proper purchasing procedures are followed.
- Supervises and participates in the hiring, orientation, training, work assignment, and performance coaching and evaluation of staff; develops staffing schedules.
- Develops and recommends capital and operating budget requests; handles purchasing of equipment, materials, and supplies; monitors and administers the approved budget.
- Responds to complaints, questions, and information about services; supervise and participate in the investigation of specific issues; respond to major medical emergency incidents.

- Assures the maintenance, completion, and quality control of records, reports, and other information required in this field.
- Supervises the maintenance of emergency medical facilities, vehicles, equipment, supplies, and materials.
- Oversees the billing of services to ensure cost recovery and accuracy.
- Assures compliance with laws, rules, and regulations such as OSHA, FCC, third-party standards, local ordinances, and federal or state legislation.
- Develops methods for evaluation of programs and systems designed to help with better resource management.
- Fills in for supervisory or shift staff, as necessary.
- Respond to emergencies and provide oversight, management, and direct patient care as needed.
- Instructs in a variety of EMS training and other related programs.
- Attends conferences, training classes, meetings and reads literature to remain current with new trends and development in the field.
- Serves on a variety of committees for the County.
- Performs other related duties as assigned.

QUALIFICATIONS

Education and Experience:

Requires a Bachelor's Degree in public administration, business administration, or a related field and five (5) years of related experience, including supervisory experience in emergency medical services, disaster and emergency preparedness, or an equivalent combination of education, training, and experience that may be substituted for the degree requirement.

Licenses or Certifications:

- Certification by the State of North Carolina as an Emergency Medical Technician-Paramedic, or the ability to obtain reciprocity. NREMT-P preferred.
- Additional certifications as determined necessary by the County, such as PHTLS, ACLS, PALS, CCCEMT-P, and Advanced Airway Management.
- Completion of additional course work and/or certification to include, at a minimum, certification in cardiac care, pediatrics, and trauma.
- Emergency Vehicles Operations Course or equivalent.
- Possession of Hazardous Materials Awareness certification.
- Possession of NIMS/ICS 100, 200, 700, and 800 upon hiring. ICS 300 & 400 to be obtained within one year of hire.

Special Requirements:

Must have the ability to work long hours and shift work as needed.

In the case of an Emergency/Disaster, must respond immediately; exact response time is to be determined by County Manager.

Knowledge, Skills, and Abilities:

- Knowledge of local government operations, policies and plans, and modern office practices and procedures.
- Knowledge of Microsoft Word, Excel, PowerPoint, and other similar programs.
- Knowledge of federal, state, and local laws, policies, procedures, and regulations pertaining to emergency medical and other related services.
- Knowledge of emergency medical practices and procedures.
- Knowledge of electronic medical record systems.
- Knowledge of public management practices, including planning, budgeting, purchasing, personnel, and related supervisory requirements.
- Knowledge of the application of technology to the department.
- Knowledge of modern and effective supervisory principles and practices including motivation, communication, leadership, performance coaching, and evaluation.
- Knowledge of laws and regulations related to staff supervision.
- Knowledge of County personnel, budgeting, and purchasing policies and procedures.
- Skill in collaborative conflict resolution and customer service excellence.
- Ability to interpret, explain, and apply a wide variety of policies, procedures, and regulations.
- Ability to prepare reports and make effective public presentations.
- Ability to analyze situations and services and react quickly, effectively, and professionally in emergency situations.
- Ability to use sound judgment and determine the best options and decisions for handling emergency matters.
- Ability to plan and organize work to meet deadlines and governmental requirements.
- Ability to establish and maintain effective working relationships with mutual aid agencies, law enforcement agencies, volunteer fire services, public officials, hospitals, schools, and the general public.
- Ability to plan, supervise, monitor, and direct a department operating in multiple locations 24/7.
- Ability to communicate effectively in oral and written forms.
- Ability to meet and deal with employees and the public effectively and courteously.
- Ability to get along with others and work effectively with the public and co-workers.
- Ability to work flexible hours, long hours, and shift work.
- Ability to multi-task and work within deadlines.
- Ability to deal with confidential and sensitive matters.
- Ability to use computers for data entry, word processing, and accounting purposes.
- Ability to maintain Paramedic certification through approved continuing education in a (4) year period with the North Carolina Office of Emergency Medical Services.

PHYSICAL DEMANDS

Work at this level is generally performed in the office; however, this position must be physically able to perform heavy work exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects, including the human body. Requires mental acuity, including the ability to make rational decisions through sound logic and deductive processes, the ability to express ideas by means of writing and the spoken word, and the visual acuity to prepare and analyze data and figures, perform accounting functions, operate a computer terminal, operate a motor vehicle, occasionally under emergency conditions, at high speeds for prolonged periods of time; do extensive reading and use measurement devices.

WORK ENVIRONMENT

Work is subject to both inside and outside environmental conditions. The employee is subject to hazards in the emergency medical services work, including working in both inside and outside environmental conditions, extreme temperatures, hazardous fumes, dust, odors, mists, and gases, and working in close quarters. Work may expose the employee to human blood or body fluids, and thus the job is subject to the OSHA requirements on blood-borne pathogens.

Disclaimer

The above job description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Camden County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Equal Opportunity Employer - Camden County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability, or military service in employment or the provision of services.

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