

Job Title: Deputy Director of EMS

Department: EMS

Reports to: EMS Director

Position Purpose and Summary:

The Deputy Director provides coordination and supervision of the ambulance service. This job is an upperlevel management position and includes duties which are administrative and supervisory in nature. This person will assist the EMS Director with the overall management of the service and can act in the capacity of the EMS Director in their absence.

Responsibilities include but are not limited to: assisting in areas of business and financial management, human resources, safety, training, continuous quality improvement, risk management, public relations, & education.

Essential Duties and Responsibilities:

The following duties are normal and representative of activities required to be performed for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Acts as decision maker in the absence of the EMS Director.
- Manage the crews for each shift. (A, B, & C shifts).
- Provide guidance to the staff in allocating resources and personnel to provide the best coverage for EMS incidents as they occur and advises with plans for immediate future needs.
- Attend meetings, conferences, and seminars to obtain and maintain primary management skills.
- Responsible for all Narcotics orders, record keeping, and security. Obtains needed signatures from Medical Director.
- Order uniforms and safety clothing for the employees.
- Assist with the implementation and continuation of the Incident Command System during multiagency and multiple-casualty incidents.
- Assist with the annual budget preparation, and monitor service activities to assure specific line item budget compliance.
- Assist with research and purchase of vehicles, equipment, and supplies that will provide cost effective service, without compromising quality.
- Coordinate initial and continuing education classes needed by staff to maintain their State EMS Licenses.
- Assist with development, writing, and updating of policies and procedures.
- Assist with implementing County Board directives.
- Assist with writing and applying of grant applications, written plans, or any other requirements relating to obtaining of available funds.
- Assist with the preparation of necessary reports of service activity.
- Assist as a liaison between the ambulance service and County municipalities.
- Assist as a liaison with the hospitals and medical community.
- Assist with disciplinary action related to staff-related issues, as well as continuous quality improvement (CQI) programs.

- Assure that the vehicles, equipment, and supplies are in compliance with rules and regulations, and able to pass random inspections.
- Maintain current knowledge of local, state, and federal safety standards, rules, and regulations that govern or apply to emergency medical services.
- Fulfill customer service responsibilities as needed. Assure customer concerns are resolved in a timely manner.
- Attend, participate, and assist in preparation of EMS staff meetings, agendas, and content.
- Maintain a working knowledge and liaison with all branches of public safety and other specialties that require interaction such as first responder groups, lifeguards, park rangers, and neighboring EMS services.
- Maintain ability to practice emergency pre-hospital medicine within the scope of practice set forth by the State of Wisconsin's administrative law, as dictated by the Medical Director.
- Create an environment that demonstrates teamwork and professionalism.
- Maintain cooperative relations with fellow employees.
- Advocate respectful and cooperative relations between employees.
- Assess employee needs and address problems and issues through an effective action plan.
- Function independently, but capable of interdependent relationships.
- Maintain confidentiality of information deemed sensitive.
- Assure compliance with all Federal and State regulations and Billing practices

Education/Licensure/Certification Requirements

- High School Diploma or equivalent required.
- Wisconsin EMS licensure.
- Valid ACLS and PALS certification required if a Paramedic.
- Valid Healthcare Provider CPR Certification required.
- Valid Driver's License. Must meet vehicle insurance company requirements.
- Must be at least 21 years old to operate an emergency vehicle.

Time Commitment

- Work a 48/96 rotation or other schedule as directed by the EMS Director.
- Responds for second ambulance requests if available, be on-call while primary crew takes transfers if available.
- Pick up open on duty crew shifts as available.
- Attend meetings as needed and directed by the EMS Director.

Typical Physical Demands:

- Ability to use full range of body motion and dexterity to allow significant handling, transferring, pushing/pulling, and lifting of patients and equipment.
- Ability to frequently lift, carry, push or pull up to 50 pounds, and occasionally lift, carry, push or pull over 50 pounds.
- Ability to stand and or walk 80-90% of shift; and sit 10-20% of shift.
- Ability to use good hand/eye coordination, and finger dexterity.
- Ability to use good perception and discrimination related to odor, color, and textures.

- Ability to use good perception and discrimination related to functional visual ability and depth perception; sound perception; and functional speech.
- Ability to frequently bend, twist, balance, and reach above and below shoulder level; as well as occasionally kneel and climb as necessary to perform job duties.
- Ability to wear gloves and other protective equipment.
- Ability to work irregular hours.

Typical Mental Demands:

- Ability to deal with pressure to meet deadlines, to be accurate, to handle constantly changing situations, and to create a positive work environment
- Ability to deal with a variety of people, stressful situations, and handle conflict, while maintaining a positive work environment
- Ability to communicate in a professional manner both verbally and in writing
- Ability and willingness to gain new skills and knowledge necessary for the performance of essential job functions
- Ability to give receive and analyze information for the performance of essential job functions

Working Conditions:

- Exposure to disagreeable odors, communicable diseases, and bodily fluids
- Exposure to the chemical compounds of medications and treatments
- Exposure to chemicals such as disinfectants, cleaners, soaps, etc.
- Exposure to plastic, and other materials used for personal protective equipment
- Exposure to noise and distractions
- Exposure to unpredictable behaviors

Management Statement:

This job description is not intended to be all inclusive. The employee will also perform other reasonable job related duties as assigned by the supervisor and/or other management personnel. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and not intended to imply a written or implied contract of employment.