

**CITY OF CARLSBAD  
CLASS SPECIFICATION**

**JOB TITLE:**                      **EMERGENCY MEDICAL SERVICES (EMS) MANAGER**

**DEPARTMENT:**                **FIRE**

**BASIC FUNCTION:**

Under direction, to perform responsible management, assists in planning, coordinating, monitoring, and evaluating the Emergency Medical Services (EMS) Bureau; oversees and administers the EMS Quality Assurance/Quality Improvement (QA/QI) Program and EMS Education Program; ensures program compliance with pertinent federal, state, and local priorities, mandates, objectives, laws, guidelines, and regulations; performs a variety of technical and administrative work in support of assigned programs, including serving as liaison to, coordinating with, and providing assistance to other bureaus, divisions, departments, and outside agencies; and functions as technical expert on medical and EMS issues.

**DISTINGUISHING CHARACTERISTICS:**

The EMS Manager is a professional, non-sworn, management position.

**KEY RESPONSIBILITIES:**

Serve as the overall program manager of the EMS Bureau by planning, coordinating, monitoring, and evaluating the Carlsbad EMS program, including EMT, paramedic, and pre-hospital care system.

Assists in developing program objectives; recommends policies, procedures, and operating standards related to the EMS programs; participates in department and staff meetings as needed; develops policies and procedures for improved services.

Monitors program operation and personnel for compliance with state and local laws and regulations; evaluates legislation that impacts the EMS program.

Reviews, monitors, and revises Continuing Education course content to ensure employees meet state and national requirements; conducts and/or schedules and coordinates training.

Trains, evaluates, and motivates paramedic and EMT personnel; performs routine and special evaluations of personnel in classroom, clinical, and field settings to ensure performance standards are met; when necessary, provides input regarding performance evaluation of personnel.

Collect, audit and analyze EMS related data and make recommendations for service delivery improvement.

Coordinates and facilitates vaccinations, mandated immunization programs, and communicable disease testing and provides vaccinations for participating City of Carlsbad employees.

Researches and develops medical operations procedures and protocols for first responder and paramedic personnel based on county and statewide protocol and laws.

Represent Carlsbad Fire Department on state, local and regional boards/committees and with Base Hospital.

Ensure EMS system compliance with HIPPA and other related regulations.

Serve as a resource to the Medical Unit Leader on local and regional Mass Casualty Incidents (MCIs) and drills.

May respond to field incidents when required.

Serve as a technical specialist on EMS delivery for the city's Emergency Operations Planning, report to EOC to support local and regional incidents.

Supervises suppression staff in all areas of EMS: training, ongoing monitoring and evaluation, procurement and inventory control of EMS equipment, maintenance of equipment, public education, pre-incident planning, post-incident review, recruiting, and probationary requirements.

Provide timely and accurate data documentation to regulatory bodies.

Facilitate EMS transport billing, coordinating with patients, vendors, insurance providers and other city departments.

Develops and implements EMS policies and procedures; researches complaints, develops and implements a continuous quality improvement program.

May be required to fill an EOC position during major incidents.

Provides information to suppression staff to ensure companies are kept informed, understand operational readiness, objectives, programs, policies, and assignments.

Coordinates activities with the duty battalion chief, the training chief, and other senior staff.

Verifies that EMS directives/SOPs are up-to-date and can be effectively applied.

Establish and participate in department/city/county committees and or chairs committees.

Acts as a liaison within the city as well as with other agencies, county and state ems

Continually looks at ways to improve efficiencies while providing optimal patient care. Utilizes the triple aim approach of improving the patient experience including quality and satisfaction; improving the health of populations; and reducing overall cost.

Works with other departments and agencies on ways to innovate processes and work flow.

Takes the lead on EMS department priorities and recommends goals, objectives, policies, and priorities for the organization. Provides project management oversight and guidance to team members in defining objectives, development, implementation, management and auditing.

Oversees a wellness program focusing on injury and disease prevention in suppression employees.

## **QUALIFICATIONS:**

### **Knowledge of:**

- Standard practices and procedures of emergency medical care, basic and advanced life support standards and care delivery systems.
- Applicable federal, state and local ordinances, laws, rules and regulations, codes and standards.
- Adult teaching principles, curriculum development, training methods, and test development.
- Nursing procedures applicable to the EMS program.
- Ambulance transport systems and billing.
- Emergency command procedures such as: Incident Command Systems (ICS), Standardized Emergency Management Systems (SEMS) and National Emergency Management Systems (NIMS).

### **Ability to:**

- Develop, review, coordinate, schedule and deliver education programs.
- Interpret, apply and ensure compliance with federal, state, local and department laws, regulations and policies in the area of EMS, injury prevention, communicable disease, and HIPAA compliance
- Establish and maintain effective working relationships with Fire Department personnel, other agencies, and members of the general public.
- Maintain skill base to perform all patient care skills that are required of paramedics and EMTs.
- Communicate clearly and concisely, both orally and in writing.
- Develop and deliver written and oral presentations.
- Utilize computer systems for information retrieval, analysis, planning, and records management.
- Develop methods, techniques, and program improvements, including seeking problem solutions; monitoring all activities related to the EMS bureau; participating with company officers, battalion chiefs, and division chiefs in EMS aspects of the emergency response, budget, and public education.

## **EXPERIENCE AND EDUCATION:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Graduation from an accredited school of nursing. Completion of major coursework leading to a bachelor's degree in health care, business administration, public administration or related field, is desirable.

Five years of increasingly responsible positions in emergency medical services. Previous experience as an emergency department nurse, MICN, EMS instructor, base hospital coordinator, paramedic, or ambulance transportation manager is highly desirable.

**SPECIAL REQUIREMENTS:**

Possession of a Registered Nursing license issued by the California Board of Registered Nurses.

Possession of or ability to obtain an Advanced Cardiac Life Support instructor certification.

Possession of a valid and appropriate California driver's license.

**ENVIRONMENTAL STANDARDS AND PHYSICAL CONDITIONS**

Requires physical condition that will allow a minimum to moderate level of lifting, bending, stooping and walking. May be exposed to loud noises, hazardous materials, limited visibility, and the presence of victims of death and/or dismemberment. May require long periods of standing and use of fingers and hands as well as exposure to computer screens. Ability to verbally communicate as well as visual acuity to read and interpret information.

Must have willingness and ability to: work variable shifts including weekends and evening hours as required and attend meetings and training activities. Incumbent will wear a uniform.

This is an at-will management classification.

DATE APPROVED: June 28, 2016