



# SUMNER COUNTY EMS OPERATIONAL GUIDELINES



<b>SUBJECT:</b> <b>Job Description – Chief of EMS</b>	<b>NUMBER:</b> <b>SCEMS 2.5.00</b>
<b>APPROVED BY:</b> Chief Douglas	Effective: <u>Immediately</u> . New: _____ Revised: _____

## Purpose

This operational guideline will define the role and responsibilities of the Chief of Emergency Medical Services while employed by Sumner EMS. This job description does not necessarily cover every task or duty that the Chief might be assigned. The role and responsibilities listed will be used as guidelines.

## POLICY

The Chief of EMS performs executive management duties and assignments in the Department of Emergency Medical Services. The Chief is responsible for planning, implementing policies, evaluating systems and coordinating the County's Emergency Medical Services Department. The Chief works closely with the County's medical director, local and regional EMS resources, local volunteer Fire/EMS providers and agencies. This position works directly under the supervision of the County Executive

## Responsibilities

1. Oversees the daily operations of the Emergency Medical Services in accordance with Federal, State, and County laws, regulations, policies and procedures.
2. Oversees the ordering of, inventory and record keeping of controlled dangerous substances according to standards set by the federal code and the State of Tennessee.
3. Establishes, implements and monitors departmental goals, objectives, policies and procedures. Provides leadership, planning direction and develops long and short-range goals for Sumner County EMS.
4. Establishes policies and procedures to ensure compliance with licensing and certification requirements for the County's EMS employees.
5. Extrapolate data from statistics to show strengths and weaknesses of the County's current EMS System.
6. Researches grant opportunities for the County's EMS system.
7. Assists in the preparation of and administration of budgets for the Emergency Medical Services Department.
8. Attends, after normal business hours, various meetings conferences, workshops and training sessions, as needed.
9. Investigates complaints against personnel, makes determinations and provides

recommendations for additional action.

10. Responds to citizen questions and inquiries in a courteous and timely manner.
11. Coordinates with local law enforcement agencies on various issues concerning Emergency Medical Services.
12. Coordinates with State and Local Health Departments on various health concerns/issues.
13. Staffs the Emergency Operations Center in the event of natural and/or man-made disasters.
14. Coordinates EMS requests/activities with various civilian and governmental agencies.
15. Serves on various state and local EMS committees, as requested and/or needed.
16. Performs the duties of a Paramedic as necessary, providing non-emergency and emergency lifesaving interventions.
17. Represents Sumner County EMS at various local and state level functions.
18. Performs general clerical tasks, which may include answering telephones, recording, relaying messages, using various office equipment (Fax machine, copier, projector, etc.).
19. Performs related work as required.

### **Work Environment/ Physical Demands**

1. The work environment involves the everyday risks or discomforts, which require normal safety precautions typical of such places as offices, meeting and training rooms, etc. The work area is adequately lighted, heated, and ventilated.
2. Work primarily in an office setting under generally favorable working conditions. There may be some walking, standing, bending, carrying of light items, etc. No special physical demands are required to perform the work.
3. This classification may, from time to time, function in the capacity of a paramedic and assume the work environment/physical demands as listed below:
  - A. The work environment can involve high risks with exposure to various types of hazardous conditions, adverse weather, and individuals in highly stressful situations.
  - B. The work requires considerable and strenuous physical exertion such as lifting heavy objects over 50 pounds, crouching or crawling in restricted areas, and working under stress for substantial periods of time.
4. Job requires working at high-stress levels and the ability to respond with a calm demeanor in emergency and at times dangerous situations.
5. From time to time, the job will require working in extreme conditions where all senses will be necessary.
6. The ability to traverse uneven terrain and handle extreme situations is required.
7. May not always have privacy or quiet place to work.

### **Supervision Exercised/ Supervision Received**

The Chief of EMS directly supervise the Assistant Chiefs and the Administrative Assistant. This classification works under the broad administrative guidance of the County Executive, and has latitude in making decisions on daily administrative and operational functions.

### **Performance Standards**

1. Thorough knowledge of managerial, operational and administrative principles and practices.
2. Thorough knowledge of the principles of budgeting and personnel administration.
3. Knowledge of budget practices and purchasing procedures.
4. Knowledge of the principles of emergency medical services.
5. Knowledge of departmental rules, policies, and procedures.
6. Knowledge of the theories and practices of supervision.
7. Skill in setting goals.

8. Skill in dealing with the public.
9. Skill in meeting and handling the public and the media.
10. Ability to review the operating effectiveness of the department and to institute necessary improvements.
11. Ability to coordinate and review the work of a large number of employees.
12. Ability to analyze and interpret data.
13. Ability to allocate resources.
14. Ability to monitor and analyze activities.
15. Ability to communicate effectively, both orally and in writing.
16. Ability to direct the work of others.
17. Ability to train others.
18. Ability to keep accurate records.
19. Ability to evaluate employees.
20. Ability to establish and maintain effective working relationships.

**Knowledge of:**

1. Methods and procedures of managing Emergency Services.
2. Laws, rules and regulations governing the operations of Emergency Medical Services.
3. Effective methods of supervision.
4. The National Incident Management System.
5. Basic and Advanced Life Support practices and procedures.
6. State and local training requirements for emergency services providers.
7. Roles and responsibilities for the effective operations of an Emergency Operations Center.
8. HIPPA

**Ability to:**

1. Prepare work schedules and manage staff effectively.
2. Handle emergent and non-emergent situations safely and effectively.
3. Willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and technology.
4. Establish and maintain effective working relationships with others encountered in the work environment.
5. Communicate effectively orally and in writing using both technical and non-technical language.
6. Work under extremely stressful situations which result from a emergency medical responses, including the responsibility for remaining calm and carrying out all duties with the recognition of the threat to life and property.
7. Use logical and creative thought process to develop solutions according to written specifications and/or oral instructions.
8. Operate a personal computer using standard or customized software applications to assigned tasks.

**Education and Experience**

1. High School Diploma and Paramedic level of license as defined by the Tennessee Department of Health, Division of Emergency Medical Services.
2. Minimum 5 years experience in EMS administration and/or supervision.

**License Required**

1. Valid "Class D" Tennessee Driver's License with "F" endorsement.
2. Licensed by the State of Tennessee as a Paramedic.

## FLSA – EXEMPT

**Residency Requirement - The EMS Chief must live within Sumner County or relocate to Sumner County within 3 months of acceptance of employment.**

### **Capacity and Ability Requirements:**

**Specific capacities and abilities may be required of an individual in order to learn or perform adequately a task or job duty.**

1. **Intelligence:** The ability to understand instructions and underlying principles. Ability to reason and make judgments.
2. **Verbal:** Ability to understand meanings of words and the ideas associated with them.
3. **Form Perception:** To make visual comparisons and discriminations and see slight differences in shapes and shadings of figures and widths and lengths of lines.
4. **Motor Coordination:** Ability to coordinate the eyes and hands or fingers rapidly and accurately in making precise movements with speed.
5. **Manual Dexterity:** Ability to move hands and manipulate small objects with the fingers rapidly and accurately.
6. **Color Discrimination:** Ability to perceive or recognize similarities or differences in colors or in shades or other values of the same color.

### **GENERAL REQUIREMENTS:**

**The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of responsibilities, duties and skills required of personnel so assigned.**