

JOB DESCRIPTION

POSITION: Emergency Medical Services Coordinator
CLASSIFICATION: Emergency Services/Civilian
POSITION RANGE: #26
REPORTS TO: Deputy Chief/Emergency Medical Services
FLSA STATUS: Non-Exempt

General Statement of Duties

Under the administrative direction of the Deputy Chief of EMS Operations, the Emergency Medical Services (EMS) Coordinator develops, presents, coordinates, administers, and evaluates emergency medical services programs for fire district paramedic and emergency medical technician personnel. These programs include but are not limited to the following: Pediatric Education for Pre-hospital Professionals (PEPP), Advanced Cardiac Life Support (ACLS), Basic Life Support (BLS), Twelve (12) Lead Interpretation, Pediatric Advanced Life Support (PALS), immunizations, EMS equipment management, quality assurance program, and medical certification problem resolution for providers. The work, functions, and tasks are performed with some latitude for the exercising of independent judgment in accordance with policies, procedures, and techniques. The principle duties for the EMS Coordinator are performed in a general office environment.

Essential Functions

Participates in the accomplishment of organizational departmental and workgroup goals. Exhibits a service orientation toward customers and maintains productive working relationships. Develops EMS educational programs to meet Arizona standards; schedules classes; coordinates programs; and instructs classes at certified level. Maintains compliance with OSHA Standards; updates and maintains training procedures creating and modifying protocols. Enters data into computer; reviews encounter forms; reviews paramedic and EMT skills; reviews paperwork associated with paramedic and EMT; and conducts patient follow-ups. Produces training with outside agencies; acts as a liaison between Apache Junction Fire District and other agencies; represents the district at state and central Arizona governing agencies. Conducts problem resolution with emergency medical service personnel and medical equipment. Generates reports, graphs and documents; and assists in budget preparation. Maintains district paramedic and EMT certification; responds to and performs patient care as needed. Performs Internet and program research; researches and evaluates new products. Operates a computer, heart monitor at certified level, ALS mannequins, Digital/Video/Camera, copier, projectors, medical tools, or other

EMS Coordinator
Job Description

necessary equipment to complete essential functions, which include the use of word processing, spreadsheet, database, or other system software. Assists other instructors in training; and assists other divisions as necessary. Sets up public information displays, health fairs, and other training and educational events promoting injury prevention and health issues. Conducts pilots, trials, and evaluates equipment, skills, and programs. Maintains clean work area and equipment cleanliness as necessary.

Minimum Qualifications (Knowledge, Skills and Abilities)

Knowledge of:

- Appropriate state, and local laws, codes, ordinances, and statutes related to emergency medical services.
- Standing orders, rules, regulations, administrative policies, and operational procedures.
- Personnel policies.
- Interacting agencies and their resources.
- The goals and objectives of the district.
- Emergency medical equipment.
- First aid, EMS and CPR procedures and techniques.
- Hazardous materials.
- Safety procedures, policies, and practices.
- Rescue techniques, procedures, policies, and practices.
- Specialized test procedures.
- Training/Instruction procedures and techniques at certified level

Ability to:

- Speak in a clear, effective manner so that the listener grasps the message.
- Be persuasive and effective in getting point across and explaining actions.
- Listen to what individuals have to say and can elicit information from others.
- Communicate the technical aspects of emergency medical service work in an understandable manner.
- Follow written and oral instructions.
- Use proper terminology and issues clear, precise instruction.
- Express ideas, facts and reasoning clearly and effectively in writing.
- Effectively organize and prepare written material on a variety of issues.
- Expresses ideas in a concise, factual and sequential manner.
- Use appropriate grammar, phraseology and sentence structure.
- Read and comprehend lengthy and complicated reports and emergency medical service material.
- Direct individuals toward the accomplishment of a task.
- Accept responsibility for providing direction and ensuring that policies and procedures are followed.
- Be self-confident, assertive, and a self-starter.

EMS Coordinator
Job Description

- Demonstrate initiative in perceiving and dealing with complaints or problems.
- Utilize chain of command.
- Conduct and/or coordinate effective training sessions.
- Recognize when to take action and what type of action is appropriate.
- Willingly make decisions.
- Make judgments and choose appropriate solutions from a number of alternative choices.
- Realize ramifications of possible impact decisions.
- Interpret facts on hand and to size up normal and/or emergency situations and determine appropriate action.
- Efficiently establish an appropriate course of action for self and/or others to accomplish a specific goal.
- Make proper assignments of personnel and appropriate use of resources.
- Appropriately delegate responsibility.
- Coordinate, interpret, and transmit priorities so that they can be accomplished. Establish goals and set priorities for action.
- Deal with people in a tactful, diplomatic and polite manner.
- Interact with others in a way that demonstrates a sensitivity to their needs and motives.
- Not arouse unnecessary antagonism or negative feelings.
- Be cooperative in dealing with others and functions as part of the team.
- Accept constructive criticism.
- Effectively deal with people in confrontational situations.
- Maintain a professional manner and demeanor and sets an example for subordinates.
- Present a positive outlook and be willing to spend whatever time is necessary to get the job done.
- Be loyal to the district and his/her associates, and strives to up-grade own performance and that of her/her subordinates.
- Be genuinely dedicated to the job and the ideals of the emergency medical service profession.
- Implement a plan of action under mental, and sometimes physical and emotional stress.
- Remain calm and function in pressure, frustrating or difficult situations.
- Responsibility for his/her own actions.
- Consider changing circumstances in order to minimize losses and eliminate risks.
- Takes decisive actions.
- Apply information contained in district and standard emergency medical references to problem situations in order to resolve them.

Job Description

Required Training and Experience

- Must have four (4) years of experience in the fire service.
- Must have a Bachelor's Degree **OR**;
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.
- Must have Emergency Medical Technician (EMT) Certification.
- Qualified candidates that do not have instructor certifications for Basic Life Support (BLS), Cardiac Pulmonary Resuscitation (CPR), and Pediatric Education for Pre-Hospital Professionals (PEPP) may be given one (1) year from time of appointment to complete required course work.

Preferred but not Required Training and Experience

- Must meet the required training and experience of EMS Coordinator.
- Must have five (5) years experience as a Certified Emergency Paramedic (CEP) or Registered Nurse **OR**;
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work, which may include Pre-Hospital Flight Nurse, Emergency Room Nurse, Pre-Hospital Manager/Coordinator, fire department EMS coordinator, EMS educator, or paramedic coordinator.
- Qualified candidates that do not have an instructor certification for Advance Cardiac Life Support (ACLS) may be given one (1) year from time of appointment to complete required course work.

Additional Requirements and Qualifications

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment or shift.

This job specification should not be construed to imply that these requirements are the exclusive standards for the position. Incumbents will follow any other instructions, and perform any other related duties as may be required by supervisory personnel.