



CONFIRE

Emergency Medical Dispatch Coordinator

SALARY RANGE

\$62,379.20 - \$85,716.80 Annually

Summary:

Under general direction of the ECNS Manager, the EMD Coordinator is responsible for developing functional guidelines and quality of dispatch practice through the management of the CONFIRE emergency medical dispatch (EMD) program and through the leadership, direct supervision, training, and evaluation of the CONFIRE EMD Team. Represents CONFIRE to the International Academies of Emergency Dispatch, local and regional committees, surrounding dispatch centers, regulatory bodies, and other related agencies.

Essential Duties and Responsibilities:

- Oversight of the CONFIRE EMD Program
- Management of the re-accreditation of the EMD Center
- Responsible for the development and oversight of the quality assurance/quality improvement (QA/QI) activities
- Development of the entry-level selection criteria for hiring emergency medical dispatchers
- Orientation of new emergency medical dispatchers
- Development of QA/QI mechanisms, management strategies, and organizational structures for use within a comprehensive emergency medical dispatch system
- Performance evaluation as a component of a comprehensive and ongoing quality assurance and risk management program for an emergency medical dispatch system

- Work closely with the Medical Director and EMS Leadership to develop innovative education programs for the EMD Dispatchers to address issues identified through QA/QI process.
- Development and provision of continuing dispatch education activities for the emergency medical dispatcher
- Requirements for initial certification and recertification of the emergency medical dispatcher
- Provision for comparative analysis between different EMD program approached available to the EMS community that conform to established EMD practice standards prior to implementation of an emergency medical dispatch program; and
- Ensure compliance with International Academies of Emergency Dispatch policies
- Ensure Record Keeping
- Perform other duties as assigned

Knowledge, Skills, and Ability:

- Work requires professional written and verbal communication and interpersonal skills.
- Ability to motivate personnel and simultaneously manage several projects.
- Thoroughly understand California Title 22 and procedures related to EMD programs and continuing education.
- Exercising judgment, dexterity, and physical coordination
- Planning, coordinating, and scheduling all EMD programs and continuing education classes.
- Preparing clear and concise reports, documents, and records