

Emergency Medical Services Coordinator

Job Description

The Director of EMS oversees the daily activities of the EMS operations in the City of Rio Communities Fire, Rescue, and EMS Department, establishes organizational goals, and directs all assigned EMS personnel in coordination with Fire Chief and the Assistant Chief. The EMS Director will also function as a field medic.

GENERAL JOB RESPONSIBILITIES:

Assists with planning, organizing, coordinating and evaluation of the delivery of emergency medical services by the City of Rio Communities, including, but not limited to emergency and non-emergency medical transports.

Manages fleet maintenance.

Perform scheduling and ensure that ALS standards of a Paramedic and EMT are met.

Coordinates with all EMS field personnel, to ensure appropriate delivery of EMS services and response time requirements.

Acquires and maintains working knowledge of City, County, State, and Federal laws, regulations, and City medical protocols dealing with the delivery of pre-hospital emergency and non-emergency medical services. Attains and maintains any required licenses/certifications and ensures all employees attain and maintain required licenses/certifications.

Ensures compliance with all New Mexico Department of Health laws, rules and regulations related to EMS care in New Mexico.

Must file reports and grant requests on time and as required to receive funding as directed.

Assists with the preparation and administration of the annual EMS department budget.

Assists with the preparation and administration of EMS operations, responsible for all EMS medical supplies ordering for highest efficiency and placing medical equipment in service.

Supervises the effective operation, utilization, and maintenance of medical equipment and medical supply inventory to keep equipment well maintained and focus on loss prevention.

Ensures all patient care reports and supporting documentation are complete and delivered in a timely manner. Ensures that all documentation is transmitted to the third-party billing department in a timely manner.

Ensure run reports and any subsequent billing matters are filed/addressed within one week of EMS response or request.

Other duties as assigned.

ESSENTIAL JOB FUNCTIONS:

Perform and function as an on-shift field Paramedic filling regular and required shifts. This position also serves as field personnel and fills regular shifts in the schedule.

This is a physically demanding position requiring individuals to climb, balance, stoop, kneel, crouch, crawl, reach, stand, walk, push, pull, lift, grasp, see and complete repetitive motions. Individuals may be required to exert force and may be required to hold constant force or pressure.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Ability to effectively manage all functions of the department including staff scheduling.

Ability to perform duties effectively.

Ability to communicate verbally via telephone and radio equipment.

Ability to interpret written, oral, and diagnostic forms of instructions.

Ability to use good judgment and remain calm in high-stress situations.

Ability to work effectively in an environment with loud noises and flashing lights.

Ability to function efficiently throughout an entire work shift.

Ability to calculate weight and volume ratios and read small print, both under life threatening time constraints.

Ability to read and understand English language manuals and road maps.

Ability to accurately discern street signs and address numbers.

Ability to interview patient, family members and bystanders.

Ability to document, in writing, all relevant information in prescribed format considering legal ramifications of such.

Ability to converse in English with coworkers and hospital staff as to status of patient.

Ability to bend, stoop and crawl on uneven terrain and ability to withstand varied environmental conditions such as extreme heat, cold and moisture is vital.

Ability to work in low light, confined spaces and other dangerous environments is required.

Oversees maintenance and operations of Emergency & Non-Emergency Medical Operations.

Coordinates with all Field Personnel to ensure appropriate delivery of all EMS services in the City of Rio Communities and Fire District boundaries.

Ensures the maintenance of all applicable reports, equipment & EMS vehicle records.

Responsible for the development, formulation, modification, and implementation of department policies, standards, regulations, and general operating guidelines and procedures associated with improvement of EMS delivery.

Responsible for the distribution and inventory control of approved drugs (including controlled substances), medical supplies, and equipment pertaining to EMS operations and issues supplies and equipment to crews as needed.

Observes work performance of EMT's and Paramedics, evaluates work performance, monitors compliance with city policies, guidelines and EMS Department policies and procedures, and initiates personnel actions as needed, including hiring, discipline, and dismissal.

Inspects transport and medical rescue vehicles, and associated equipment for compliance with safety and sanitary policies and schedules vehicles for preventative maintenance.

Act as a liaison and maintain a strong, positive relationship between the City and area EMS, Fire Department providers and area medical facilities.

Serve as an advocate of the health system with local, regional, and state EMS agencies

Facilitate EMS performance improvement and quality review by working with the city's EMS medical director.

Use, type and utilize office computers, data terminals and computer programs in providing patient services, preparing reports, record keeping, document preparation and other matters.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of National EMS Scope of Practice, EMS education and training methods, EMS vehicles and medical equipment, team building, time management, supervision.

Maintain EMT-Paramedic Certification and display proficiency in knowledge and skills for same.

Knowledge of pertinent Federal, State, and local Laws, Rules, and Regulations

Prepare clear, concise, and complete oral and written reports.

Interpret and follow laws, city and department policies, codes, and regulations.

Establish and maintain cooperative working relationships with area public safety agencies and medical facilities.

Effectively command personnel and coordinate emergency incidents.

Skill in performing hands on duties and emergency medical procedures.

Must possess the ability to encourage and motivate positively all field personnel to uphold the highest respect for patients, health care providers, EMS uniform, EMS vehicles and City resources.

Must possess good manual dexterity, with ability to perform all tasks related to highest quality patient care.

Ability to read and research papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedia. Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ability to do math to perform patient care, reports, budgets, and material duties.

EDUCATION AND EXPERIENCE:

Minimum of 2 years of emergency response experience is required with progressive responsibility in personnel and program management preferred.

Must have experience in dealing with fleet maintenance.

Associates degree in EMS or higher related field preferred: Certified transcript may be required

REQUIRED/PREFERED CERTIFICATIONS:

High school diploma or general education degree (GED).

Must possess a minimum valid class EMS transport driver's license and be insurable with the City's insurance carrier.

Current New Mexico Licensed or Certified Intermediate Emergency Medical Technician Required; Certified Paramedic and Fire I Highly Preferred.

****All required certifications and licenses must be kept current throughout employment.***

PHYSICAL CONDITIONS AND NATURE OF WORK CONTACTS:

Must be able to assist, lift and transport patients.

Work is typically performed in both office and field settings. Frequent driving and walking. Frequent night and weekend duties are necessary.

Frequent exposure to physical stress and hazardous substance is required.

Regular contact with field personnel, medical vendors, maintenance vendors and medical facilities.

BENEFITS INCLUDE:

Competitive pay, paid vacation, sick time, and holidays, TMRS retirement, paid health, dental and vision insurance. All uniforms and equipment furnished.

CONDITIONS OF EMPLOYMENT:

Successful candidates must undergo pre-employment drug screen, background check and motor vehicle record check. A pre-employment physical may be required.

Must be willing to work shift work, holidays, weekends, and scheduled overtime. Must be able to perform the duties of a Paramedic.