

Job Title:	EMS Coordinator	Reports to:	Fire Chief
Grade:		Supervises:	N/A
Department:	Fire	Revised:	08/20/2020

This job description does not constitute an employment agreement between the employer and the employee, and it is subject to change by the employer as the needs of the employer and requirements of the job change. The essential functions listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

I. Job Summary

The person in this position must possess all the necessary skills, abilities, licenses, and certifications to fulfill the responsibilities and obligations of the **Emergency Medical Services (EMS) Coordinator** function as it relates to all local, state, and federal guidelines. The work involves a variety of professional and technical duties relative to the management and administration of the department including working closely with the Fire Chief in carrying out the Fire Department’s goals relating to the provision of emergency medical services, occupational health and safety, and compliance with local, state, and federal mandates.

The employee is expected to use management activities such as planning, organizing, and evaluating as these activities relate to the employee’s scope of work. In addition, this position requires adaptable skills and abilities, the use of independent judgment, and a supportive organizational attitude. Finally, work outcomes need to be consistent and supportive of departmental mission statements, administrative goals and objectives, and the overall corporate culture.

II. Essential Functions

- Direct oversight of the Emergency Medical Services Division including the provision of pre-hospital care, maintenance of equipment, and patient care reporting
- Conduct research, analysis, problem solving, and articulating findings as expected with the scope of the position
- Follows service plans for employees and customers in accordance with administrative goals and objectives, as well as the overall corporate culture
- Follows all applicable administrative and operational SOGs/SOPs
- Reviews division expenditures with the Fire Chief on a monthly basis. Identifies and communicates negative trends in spending
- Identifies, assists, or manages the implementation of systems for record identification, retention, and security such as the Health Insurance Portability and Accountability Act (HIPAA) in accordance with local, state, and federal regulations
- Follows the chain of command in accordance with administrative rules, goals, and objectives
- Immediately reports to supervisor any activities witnessed, or made aware of, that violates city policies including, but not limited to, safety and health hazards, workplace violence, sexual harassment, as well as any waste, fraud, or abuse of city property or equipment
- Shares information with department manager of relative local, state, and federal laws that may affect employees or other departments
- Possesses and/or develops the necessary skills and abilities to effectively and successfully administers management activities appropriate to the scope of work for the EMS Coordinator including, but not limited to, developing/directing, staffing/recruiting, coordinating, budgeting, capital planning, asset management, data and financial analysis, and professional reporting
- Performs other duties as assigned.

III. Duties and Responsibilities

- Assist in the development of standard operating procedures and policies of the department
- Assist in the development of the Fire Department annual budget and monitor division expenditures
- Assist in writing performance evaluations or improvement plans for EMS providers
- Responsible for the planning and execution of the duties assigned to him/her by the Chief and maintaining associated records
- Investigate alleged department violations relating to EMS delivery and prepare reports of findings for the Fire Chief
- Attempt to manage service delivery problems through the quality assurance/quality improvement process before disciplinary action must be taken
- Participate in officer's meetings
- Serve as an Incident Safety Officer on emergency scenes
- Support or serve as the department Health and Safety Officer
- As it relates to EMS, support the Battalion Chiefs responsible for equipment, fleet and facilities maintenance
- Supports in oversight of the Fire Department Bureau of Labor Standards compliance program, adheres to all safety regulations, trains staff in safety regulations, , and reports known safety violations to City Safety Coordinator
- Works effectively and productively with supervisors, co-workers, direct reports, mutual aid communities, care facilities, City Council, business, industry and property owners in the community.
- Be the primary liaison with EMS training facilities. Facilitate enrollment of personnel in EMS training programs and coordinate preceptorships of outside students in our department
- Work with Medical Billing vendor to resolve billing conflicts or concerns
- Perform other duties pertaining to the Fire Department as the Chief may prescribe or assign

IV. Other Job-Related Tasks

- Provide pre-hospital care to the sick or injured
- Conducts Quality assurance reviews and prescribes quality assurance plans
- Works with the service medical director to identify training needs, community illness/injury trends, manage departmental issues relating to the delivery of care
- Ensure that all service licenses, certifications, and other regulatory documents are in compliance
- Serves as a point of contact and system manager for the Maine EMS run reporting program
- Tracks and orders supplies
- Ensures that diagnostic equipment is serviced and certified in accordance with schedules established by the manufacturer
- Attends board or committee meeting conducted by local, regional, or state agencies or bodies
- Coordinates EMS training with the department training officer
- Delivers in-house EMS training
- Ensure that cleaning, decontamination, and inspection requirements are adhered to
- Ensures that all employees have received annual compliance training
- Develops and reviews that departmental risk management program
- Investigates workplace injuries and report's findings to the Chief
- Fills other command staff functions on emergency scenes
- Deliver community education on health and safety-related topics

V. Peripheral Duties

- Serve on various local and state boards and committees that are of relevance to the department
- Participate in research, planning or other functions as a representative of the department and/or city

VI. Additional Knowledge, Skills, and Abilities

Minimum Qualifications

- Licensed as a Maine Paramedic (or ability to obtain reciprocity within 6 months of hire)
- Minimum of 5 years field experience with an advanced life support agency
- Minimum of 2 years supervisory experience (preferably within a career fire or EMS agency)
- Possess (or obtain within six months of hire) and remain current in ACLS, PALS or PEPP, PHTLS or BTLS any other certification programs required by the department
- Possess or obtain (within one year of hire) Incident Safety Officer and Department Health and safety Officer Safety training
- Experience with office suites or other types of office productivity computer programs
- A valid State of Maine Driver's license

Preferred qualifications

- Experience working within a fire-based EMS system including NFPA certification as a firefighter
- Pro-Board/IFSAC Fire Officer II (or equivalent EMS certification)
- Pro-Board/IFSAC Instructor II
- EMS Instructor/Coordinator
- CPR, ACLS, PEPP or other certification program instructor
- An associate's degree or greater from an accredited institution of higher learning in a related field. Examples include but are not limited to: Fire Science, Emergency Medical Services, Business Administration, or Public Administration

VII. Working Conditions/ Physical Requirements

The work environment of this position includes:

- Extensive knowledge and experience in the provision of emergency medical services delivery, firefighting equipment, methods, and techniques. Thorough knowledge of the rules and regulations of the department, municipal ordinances, and regulations established by the State of Maine. Thorough knowledge of the street system and geography of the City. Ability to effectively direct, with good judgment, the operations and activities of personnel and equipment under emergency conditions. Ability to effectively work with, and maintain good working relationships with other municipal officials, State and federal authorities, and the general public.
- This position requires sitting, standing, walking, reaching, twisting, turning, kneeling, bending, climbing and squatting in the performance of daily activities; also requires grasping, repetitive hand/finger movement, using keyboards and other office tools.
- Work may be performed under typical emergency conditions consisting primarily of operations at emergency medical calls, fires, accidents, potential explosions, and hazardous emergencies. Work may be performed under stressful conditions, poor weather and/or at night. Work may involve considerable personal danger, including exposure to fire, toxic substances, and other hazards.