

# RUTHERFORD COUNTY, TENNESSEE

## CLASSIFICATION SPECIFICATION

**CLASSIFICATION TITLE:            AMBULANCE SERVICES DIRECTOR**

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### **PURPOSE OF CLASSIFICATION**

The purpose of this classification is to direct operations and activities of the Ambulance Services Department. Duties and responsibilities include supervising staff, overseeing staff training activities, overseeing dispatching of emergency calls, overseeing emergency response and provision of emergency medical treatment at emergency sites, developing disaster plans, directing quality assurance, preparing/monitoring department budget, performing administrative tasks, providing information to the public, and performing related functions. Reports to County Mayor.

### **ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, and disciplining.

Coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work in progress and inspects completed work; consults with assigned staff, assists with complex/problem situations, and provides technical expertise.

Ensures departmental compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; ensures adherence to established safety procedures, including guidelines to prevent disease transmission or exposure to bodily fluids; monitors work environment and use of safety equipment to ensure safety of employees and other individuals; initiates any actions necessary to correct deviations or violations.

Consults with County Mayor and other officials to review department operations/activities, review/resolve problems, receive advice/direction, and provide recommendations; reports departmental operations and issues to Public Safety Committee; communicates with subordinate personnel to gather/exchange information on problems, special situations, or other areas requiring attention.

Coordinates department activities with other departments, law enforcement personnel, emergency management agencies, medical providers, outside agencies, or others as needed.

Plans, directs, coordinates, and evaluates department operations and activities, including telecommunications, dispatching of emergency calls, emergency response by paramedics and emergency medical technicians, provision of life support at emergency scenes, transportation of patients to medical facilities, data processing and billing for services, receipt of department revenues, or other functions of the department.

Develops and implements departmental policies and procedures; establishes and implements standing orders and medical protocols for patient care; monitors changes in applicable laws/regulations and implements appropriate changes/updates to policies, procedures, and protocols.

Develops long and short term plans, goals, and objectives for the department.

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Develops and implements departmental budget; monitors expenditures to ensure compliance with approved budget; reviews and approves purchase orders.

Ensures proper training and certification of staff members; develops or reviews training materials; maintains training records.

Develops and implements contingency plans for disaster situations; coordinates or conducts disaster drills and testing of disaster plans.

Plans and directs departmental quality assurance program; coordinates or conducts quality assurance activities to ensure effectiveness, efficiency, and quality of department services; communicates with patients and medical professionals regarding quality of services provided by department; maintains quality assurance records.

Performs administrative tasks; reviews work schedules to ensure adequate coverage; maintains employee handbook; approves timesheets and payroll documents; monitors overtime, vacation/sick time, and attendance records; maintains personnel records.

Ensures staff members maintain a state of readiness/preparation for medical emergency response; performs inspections of vehicles/equipment; monitors inventory/stock of equipment and supplies on ambulance and in EMS station; ensure equipment and apparatus are properly re-loaded following response to emergency calls.

Oversees and participates as needed in response to emergency calls for medical assistance, hazardous materials incidents, motor vehicle accidents, fires, natural disasters, explosions, multiple-casualty incidents, trapped persons, special rescue situations, or other emergency situations; assists paramedics with patient care when needed; coordinates life-saving efforts with other agencies; interacts with physicians, nurses, emergency room staff and other medical personnel as appropriate.

Oversees and assists as needed with operation of ambulances to respond to emergency calls; performs driving functions in a safe and efficient manner under various conditions, including in day/night hours, in congested traffic, in adverse weather conditions, and in emergency situations involving speeds in excess of posted limits; determines best route to reach location of emergency calls.

Oversees transport of patients to medical facilities.

Performs Coroner's duties in cases of homicide, suicide, or other deaths; coordinates death investigations with medical examiner, law enforcement agencies, and state medical examiner's office; coordinates initial investigations into deaths; reviews or completes related documentation; maintains records.

Directs the acquisition, maintenance, and inspection of department vehicles, equipment, tools, and supplies; monitors inventory levels of medications and supplies; checks expiration dates of drugs/supplies; initiates orders for new or replacement materials.

Operates or utilizes various emergency vehicles and emergency/medical equipment, tools and supplies, which may include an ambulance, extrication tools, blood pressure cuff, cardiac monitor, glucose monitor, catheter, defibrillator, endotracheal tube, airway equipment, intravenous pump, laryngoscope, oxygen terminal, pulse oximetry monitor, splinting devices, suction equipment, stretcher, forceps, syringe, thermometer, medical supplies, radio communications equipment, and general office equipment.

Directs and coordinates the construction, maintenance, and utilization of buildings and facilities; oversees maintenance of grounds.

Prepares or completes various forms, reports, correspondence, schedules, purchase orders, budget documents, performance appraisals, logs, checklists, medical record documentation, patient charts, incident forms, or other documents.

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Receives various forms, reports, correspondence, schedules, budget reports, purchase orders, invoices, timesheets, performance appraisals, training records, attendance records, personnel records, vehicle/equipment maintenance records, patient records, regulations, policies, procedures, protocols, medical books, medical charts, medication guides, maps, manuals, catalogs, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, or other software programs.

Oversees maintenance of department records; oversees preparation of required reports pertaining to emergency incidents and patient care; ensures compliance of records management procedures with all guidelines pertaining to records retention, release of information, and confidentiality of information.

Maintains current manuals, policies/procedures, bulletins, map books, and reference materials for reference/review.

Communicates with county officials, employees, other departments, dispatchers, law enforcement personnel, fire personnel, hospital personnel, medical professionals, property owners/occupants, patients/victims, family members, the public, schools, businesses, community organizations, outside agencies, the media, and other individuals as needed to coordinate work activities, review status of work, review status of patients, exchange information, resolve problems, or give/receive advice/direction.

Promotes positive public relations; provides education to the public regarding issues such as public health, life safety, drug/alcohol abuse, first aid, CPR, or emergency care; provides tours of ambulances and stations.

Attends various meetings, serves on committees, and makes presentations as needed.

Maintains a comprehensive, current knowledge and awareness of applicable laws, regulations, policies and procedures; maintains an awareness of new techniques, equipment, medications, trends, and advances in the profession; reads professional literature; maintains professional affiliations; participates in continuing education activities; attends conferences, workshops, and seminars as appropriate.

### **ADDITIONAL FUNCTIONS**

Conducts patient assessments; assesses nature and severity of illness/injury and identifies life threatening problems; determines/prioritizes appropriate medical treatment/procedures and need for additional assistance; performs patient triage; takes and records patient's vital signs; performs physical examinations and obtains patient history; assesses status of patient's neurological system, cardiovascular system, circulatory system, skeletal system, orthopedic system, motor and sensory skills, and level of consciousness.

Administers basic and advanced life support care at emergency scene in accordance with established medical standards, which may include providing advanced cardiac life support (ACLS), basic trauma life support (BTLIS), advanced airway management, CPR, and/or drug treatments; performs invasive and non-invasive procedures on patients with life-threatening conditions, per established procedures or as authorized/directed by physicians; responds to cardiac and respiratory emergencies; performs cardiac monitoring and defibrillation; maintains circulation and controls bleeding; provides spinal management and immobilization; provides fluid resuscitation by IV; manages trauma injuries, bleeding, and post-traumatic shock; assists with childbirth; administers medications as appropriate; observes, records, and monitors patient's condition and effects of medication.

Performs physical lifting techniques associated with moving patients between incident site, stretcher, or ambulance.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

## **MINIMUM QUALIFICATIONS**

Bachelor's degree in Business Management, Nursing, or closely related field; supplemented by completion of Paramedic training program; supplemented by five (5) years of progressive management experience involving emergency management services administration, employee supervision, budget administration, and field work as a Paramedic or Emergency Medical Technician or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain valid Paramedic Certification or Emergency Medical Technician Certification. Must possess and maintain valid Basic Trauma Life Support (BTL) Provider and valid Advanced Cardiac Life Support (ACLS) Provider certifications. Must possess and maintain valid CPR certification. Must possess and maintain a valid Tennessee driver's license.

## **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

**Human Interaction:** Requires the ability to function in a director capacity for a major organizational unit requiring significant internal and external interaction.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; ability to utilize principles of fractions; ability to interpret graphs; ability to perform calculations related to drug dosage and drip rates; ability to calculate surface areas, volumes, weights, and measures; ability to compute discount, interest, profit and loss, ratio and proportion; ability to perform moderately complex algebraic and geometric operations; ability to utilize principles of basic probability and statistical inference; and ability to perform and interpret statistical calculations which include frequency distributions, reliability and validity of tests, correlation techniques, and factor analysis.

**Functional Reasoning:** Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving the direction, control and planning of an entire program or set of programs.

## **ADA COMPLIANCE**

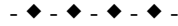
**Physical Ability:** Tasks require the ability to exert heavy physical effort in heavy work, with greater emphasis on climbing and balancing, but typically also involving some combination of stooping, kneeling, crouching, and crawling, and the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds); may occasionally involve heavier objects and materials (up to 100 pounds).

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, and visual cues or signals. Some tasks require the ability to communicate orally.

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**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, bright/dim light, hazardous materials, toxic agents, violence, disease, or pathogenic substances.



Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date