

# RUTHERFORD COUNTY, TENNESSEE

## CLASSIFICATION SPECIFICATION

**CLASSIFICATION TITLE: AMBULANCE SERVICES SHIFT SUPERVISOR**

---

### **PURPOSE OF CLASSIFICATION**

The purpose of this classification is to direct a shift of paramedics and emergency medical technicians engaged in responding to emergency medical calls, performing extrication and life rescue, and providing life support to sick/injured persons in pre-hospital settings. Duties and responsibilities include supervising shift operations, overseeing response to emergency calls, performing administrative tasks, preparing and maintaining documentation, performing duties of paramedic as needed, providing basic/advanced life support at emergency scenes, and performing other tasks as assigned. Reports to Director of Ambulance Services.

### **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 department director and other officials to review shift operations/activities, review/resolve problems, receive advice/direction, and provide recommendations; ensures appropriate supervisory personnel are notified of problems/emergencies; coordinates work activities with other divisions/departments, law enforcement personnel, emergency management agencies, outside agencies, or others as needed.

Supervises and coordinates activities of assigned shift of paramedics and emergency medical technicians; develops work schedules to provide for twenty-four hour coverage; prepares team assignments; schedules special event assignments.

Exchanges information with supervisory personnel of adjoining shifts regarding problems, special situations, or other areas requiring attention.

Performs administrative tasks; assists with development and implementation of departmental policies and procedures; processes timesheets; monitors overtime, vacation/sick time, and related records.

Develops and implements departmental budget for assigned supplies; monitors expenditures to ensure compliance with approved budget; prepares budget requests.

Plans, directs, and coordinates quality assurance program; performs quality assurance on shift activities and reports.

## **Rutherford County, Tennessee • Ambulance Services Shift Supervisor**

---

Maintains a state of readiness/preparation for medical emergency response; performs daily inspections and maintenance of vehicles/equipment; checks/maintains stock of equipment and supplies on ambulance and in EMS station; re-loads equipment and apparatus following response to emergency calls.

Responds to major/critical emergency scenes; assists paramedics with patient care; coordinates life-saving efforts with other agencies; interacts with physicians, nurses, emergency room staff and other medical personnel as appropriate.

Responds 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; coordinates activities between medical team and emergency responders from other agencies.

Operates an ambulance 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.

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 (BTLS), 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.

Provides vehicle stabilization and extrication of trapped victims; performs rapid extrication in case of fire/explosive situations.

Communicates with medical personnel at emergency treatment facility to convey patient's condition, obtain instructions regarding further treatment, and arrange for reception of victims at treatment facility.

Transports patients to medical facilities; stabilizes patients for hospital transport; performs physical lifting techniques associated with moving patients between incident site, stretcher, or ambulance; restrains combative/uncooperative persons per established procedures; provides assistance in emergency room as needed.

Assists in maintaining safety at incident scenes, which may include identifying hazards at incident scenes, removing traffic hazards from roadway, providing traffic control, providing crowd control, removing individuals from unsafe areas, or other tasks.

Completes required records/reports on all emergency incidents; creates patient charts and provides charts to hospital personnel as appropriate; enters data relating to patient care or billing information into computer.

Communicates with patient's families concerning problems arising during patient's care; provides reassurance, comfort, or counseling to patients and family members; acts as liaison between hospital and the public.

Contacts organ donation agency officials in cases of possible organ donation.

## **Rutherford County, Tennessee • Ambulance Services Shift Supervisor**

---

Performs coroner's duties in cases of homicide, suicide, or other deaths; conducts initial investigations into deaths; prepares narrative of findings for review by medical examiner; notifies next-of-kin of deaths; transports bodies to morgue or funeral home.

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.

Oversees and assists in performing general maintenance tasks necessary to keep vehicles, equipment and tools in operable condition, which may include inspecting/testing equipment, replacing parts, checking fluid levels, refueling vehicles, or washing/cleaning equipment; decontaminates ambulance interior and related equipment; disposes of biomedical waste materials per established procedures; re-stocks medical supplies following each call; monitors equipment operations to maintain efficiency and safety; reports faulty equipment.

Maintains inventory levels of departmental supplies; checks expiration dates of drugs/supplies; initiates requests for new or replacement materials.

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

Receives various forms, reports, correspondence, budget reports, timesheets, patient records, policies, procedures, protocols, medical books, medical charts, 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.

Maintains file system of department records and documentation; develops and maintains drug control records and inventory records.

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

Communicates with supervisor, employees, other departments, dispatchers, law enforcement personnel, fire personnel, hospital personnel, medical professionals, property owners/occupants, patients/victims, family members, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, review status of patients, exchange information, or resolve problems.

Communicates via telephone and/or two-way radio; provides information and assistance; takes and relays messages or directs calls to appropriate personnel; responds to requests for service or assistance; returns calls as necessary; communicates effectively and coherently over radio channels while initiating and responding to radio communications.

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.

Coordinates "standby" coverage at special events/activities as assigned.

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 shift meetings, workshops and seminars as appropriate.

## **ADDITIONAL FUNCTIONS**

Supervises and assists in performing basic housekeeping, laundry, and maintenance tasks associated with maintaining EMS station, ambulances, and related facilities.

Enters Coroner's reports and mails forms to Medical Examiner, County Mayor, and District Attorney.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

## **MINIMUM QUALIFICATIONS**

Bachelor's Degree; supplemented by completion of Paramedic training program or Emergency Medical Technician training program; supplemented by three (3) years previous experience and/or training that includes basic supervision and progressively responsible 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. Must possess and maintain valid Basic Trauma Life Support (BTLS) Provider, valid Advanced Cardiac Life Support (ACLS) Provider, and valid Pediatric Advance Support certifications. Must possess and maintain valid CPR certification. Must possess and maintain a valid Tennessee driver's license with an "F" endorsement.

## **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

**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; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; the ability to interpret graphs; and the ability to perform calculations related to drug dosage and drip rates.

**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 evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

**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 200 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.

**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

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date