

**Chief of EMS - Operations (Chief 9)  
Pulaski County Public Safety Department**

**Department:** Public Safety

**Supervision Exercised:** Supervises all Public Safety (EMS) departmental staff and manages agency operations.

**Supervision Received:** Reports to County Administrator (or designee). Work is performed with minimal instruction and supervision.

Employee will undergo a six-month orientation period and will be evaluated at the end of the six-month term. Employee will be evaluated annually thereafter.

**Classification (FLSA):** Exempt, Full-Time.

**Age Requirement:** Individual must be at least 18 years of age.

**REQUIRED TESTING/SCREENING, LICENSES, AND CERTIFICATIONS:** Drug & Alcohol Testing, Background Screening, Fingerprinting, Current Driver's License, & Driving Record Required.

**Essential Employee:** Yes, see Pulaski County Personnel Policy

**Work Hours:** Primarily weekdays, but occasionally includes nights, weekends, holidays, and Special Events

**Benefits Eligible:** Yes

**Leave Time Eligible:** Yes

**Residency Requirement:** Must reside within Pulaski County, or establish residency within one year. A waiver may be considered by the County Administrator for candidates living within a 30-minute commute of Pulaski County.

**ESSENTIAL FUNCTIONS:** Serves as the Chief Operating Officer of the EMS Agency providing strategic leadership and management; develops policies and procedures and sets departmental goals; ensures a professional safe and effective work environment; directs daily EMS operations to ensure efficient and effective emergency response; monitors service and delivery response; coordinates deployment of personnel, equipment and resources; ensures compliance with all Federal, State and Local regulations relating to EMS services; maintains compliance with State EMS office requirements, licensing and certification standards; prepares and administers departmental budget; manages purchasing maintenance and replacement of EMS vehicles; identifies alternative funding opportunities when applicable; serves as the primary liaison with local government, hospital and other public safety agencies; participates in local disaster planning, mutual aid coordination and emergency preparedness; oversees recruitment, hiring, discipline, training and continuing education of staff; maintains accurate operational, regulatory and administrative records and reports. Physical presence on the job is required as essential functions and responsibilities are not suited to remote work.

**JOB REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

**RESPONSIBILITIES:** The Chief of EMS is responsible for setting and achieving the organization's mission. As part of the mission, the Chief must manage the organization's finances so financial obligations are met. Human resources must be properly managed and developed to ensure a responsive organization that instills professionalism among staff and preserves and enhances a positive public image. The department must be managed in accordance with policies developed jointly by the Chief, Human Resources, County Administrator, Pulaski County Board of Supervisors, and Operational Medical Director. The Chief must furnish leadership in dealing with staff, County Administration, other county departments, other organizations, and the general public.

To achieve this leadership position, the Chief must maintain accurate and up-to-date knowledge of all aspects of the organization's operations, gain the trust and confidence of the individuals both inside and outside the organization, seek and accept advice from individuals with more technical knowledge and experience from different, but valid perspectives. More precisely, there is nothing concerning the organization's operations and emergency medical service delivery for which the Chief is not responsible.

The Chief of EMS is responsible for coordinating all of the factors necessary to ensure the agency is capable of meeting the emergency medical needs of the community. These responsibilities include:

- Plans, directs, and evaluates daily EMS operations including patient care and transport
- Establish and enforce EMS guidelines for incident response, operations, ICS integration, MCI management, and regulatory compliance
- Serve the department as the Chief Financial Officer and is responsible for all financial matters
- Responsible for grant writing and grant administration for the department
- Serves as the liaison with all outside departments and community stakeholders, unless otherwise designated
- Guides programs and initiatives to continuously enhance agency performance and service delivery
- Has direct management of all supervisors and employees to including evaluations, investigations, and disciplinary actions as necessary
- Performs Emergency Operations Center functions as needed and provides leadership during times of natural or man-made disasters and significant weather events
- Serves as Virginia Board of Pharmacy and DEA License holder for agency pharmacy, unless otherwise designated
- Ensures EMS agency and pharmacy operations comply with all applicable laws, regulations, and governing bodies
- Supervises agency Leadership Team by mentoring and leading supervisory personnel

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- Provides oversight and strategic planning for fleet and facilities.
- Establishes departmental policy that supplements County policy, EMS regulations, state and federal laws
- Maintains HR oversight and management within the department
- Serves as County Department Head with all rights and responsibilities therein
- Establishes departmental goals and vision, and encourages teamwork in order to accomplish these goals
- Serves as EMS Agency Head and is the primary contact for the Virginia Office of EMS
- Utilizes conflict resolution skills to resolve issues and complaints as appropriate
- Analyze data and evidence-based practices to improve system performance while maintaining fiscally responsible emergency medical service to the community
- Is responsible for EMS billing and collection policies and practices
- Support the mentoring and training process to prepare future leaders for this and other administrative roles
- Oversees employee payroll in compliance with established county processes
- Establish, implement, and enforce departmental policies, procedures, and standards
- Serves as legal Custodian of Record for the EMS agency, and releases documents in compliance with HIPAA and the Code of Virginia
- Directs all purchasing and procurement for the department through established guidelines and processes
- Have extensive knowledge in specialty areas and best practices of the EMS industry such as EMS response, pharmacy operations, data management and analysis, EMS training programs, Community Paramedic programs, Critical Care programs, etc.
- Oversees the selection and manages the ongoing relationship with the physician medical director

**ADA REQUIREMENTS:** Emergency Medical Services is both a physically and emotionally demanding field. Staff members, who cannot physically or emotionally perform the tasks required, must be relieved from duty, either voluntarily or involuntarily. See VaOEMS TR-14A/TR-14B for minimum function job descriptions. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position in accordance with the **Americans with Disabilities Act**. Working conditions include:

- Normal work environment includes work duties out-of-doors in all types of extreme weather and temperature conditions.
- Appropriate protective measures are required for all procedures or other job-related tasks that involve an inherent potential for mucous membrane or skin contact to blood, body fluids, or tissue, or a potential for spills or splashes of them.
- Hepatitis B Vaccination is strongly recommended.
- Potential exposure to hazardous materials and situations.
- Requires sitting, standing, walking and lifting patients and equipment and positioning of patients.
- Must operate and travel in emergency services vehicles under both emergency and non-emergency conditions.

**KNOWLEDGE, SKILLS, AND ABILITIES:** In addition to the standard field staff member requirements, the Chief of EMS must possess:

- Extensive knowledge of the proper operation of a county wide EMS system and medical protocols
- A strong work ethic and the ability to motivate others
- Extensive experience in drafting Procedures and Policies
- Ability to establish and maintain satisfactory working relationships with other subordinates, supervisors, staff members, care facilities, community partners, other department heads, county officials, and the general public
- Possess a positive customer and public service mentality
- Ability to offer support to other team members in an honest, respectful, and professional manner
- Must oversee all county EMS providers regardless of their primary affiliation or employment
- The ability to maintain high quality, cost-effective services
- Maintaining a high staff morale, improving staff development, and maintaining a system to identify and resolve internal problems and conflicts
- Extensive experience conducting internal investigations and completing the disciplinary process when needed, in accordance with HR policy.
- Proven ability to handle sensitive information correctly and privately
- Must show evidence of significant experience practicing at the paramedic level
- Must exhibit strong interpersonal communication skills, while accomplishing departmental needs
- Must exhibit a strong understanding of Incident Command, and be able to work within the ICS system
- Must be an effective project manager and have the ability to evaluate new ideas for feasibility, effectiveness, and alignment with the organizational goals, vision, and direction
- Must be dedicated to the development and implementation of the department's vision, objectives, and strategic plan
- Must be able to analyze data to improve operations, patient care, safety, working conditions, and service to the community
- Must be able to manage multiple projects and tasks simultaneously while overseeing daily operations, handling interruptions, and competing priorities
- Must be a positive representation of the department and Pulaski County at public functions, community events, press conferences, dignitary visits, etc.
- Must be a positive role model for other staff members
- Must maintain a positive image for the department and county
- Must possess the ability to publicly present budgets, progress reports, event information, and summaries of emergency incidents to the Board of Supervisors, media, and the public while maintaining professionalism, instilling confidence, and representing the department in a positive light
- Constantly educates and advises on departmental policy, county policy, rules, regulations, and procedures while demonstrating proper application of such at all times
- Must be supportive of and foster a good team atmosphere with peers, subordinates,

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and supervisors

- Must have the ability to manage a complex municipal budget
- Must protect the interests of the department and county when dealing with other organizations and individuals, while building strong relationships in order to improve services to the community as a whole

## **EDUCATION AND EXPERIENCE:**

- Bachelor's Degree in related field, or extensive comparable experience is required
- Certification as a paramedic by the Virginia Office of EMS
- Must have EVOC and driving record suitable to operate an emergency vehicle according to Pulaski County policy
- Hold Certification in ICS 100, 200, 300, 700, 800
- Current or previous experience as a Virginia Education Coordinator is preferred
- Current or previous instructor certifications in EMS courses are required
- Ten (10) years of EMS and supervisory experience required
- Extensive grant experience is required
- Proficiency with Microsoft Office Suite, including Excel, Word, and Power Point required
- Demonstrates excellent problem-solving, interpersonal, communication, team leadership, priority setting and work competency skills
- Experience with all aspects of EMS agency management is required, to include: public sector budgeting, fleet management, radio communication systems, EMS training programs, daily operations, insurance payor programs, risk assessment and management, procurement, billing, collection practices, strategic planning, medical practice oversight, fleet and facility management.
- Evidence of progressively increased levels of managerial and responsibilities in EMS leadership is required.
- Must have extensive knowledge with data collection and patient charting systems
- Extensive experience with personnel management is required
- Completion of a relevant Leadership/Management training program is required
- Ability to exercise sound judgement in emergencies is required
- Must have executive level knowledge of laws and regulations related to EMS operations such as policy, protocols, education, billing, financial practices, medical records release, budgeting, payroll, and collections

## **SPECIAL REQUIREMENTS:**

- Participate in Pulaski County Leadership Team meetings and trainings
- Serve on local and regional committees and boards as needed (Local Emergency Planning Committee, E-911 Board of Directors, WVEMS Council Board of Directors, NRCC/CVCC Paramedic Program Advisory Board, etc.)
- Actively administering departmental continuity of operations and succession planning

## **PROFESSIONALISM AND CONFIDENTIALITY:**

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- Exhibits excellent work habits and interpersonal skills.
- Maintains privacy and confidentiality of patient and personnel information.
- Understands and consistently implements all County and Departmental policies and procedures.
- Develops strategic plans and sets course for the overall departmental direction
- Supervises all functions of the department

**TRAINING AND JOB DEVELOPMENT:**

- Developing and setting own personal/professional goals for acquiring new skills and job growth is essential
- Participate in conferences, workshops, webinars, trainings and other opportunities as needed.
- Works with field staff and Supervisors to discuss and resolve problems and provide ideas for improvement and efficiency within the department.

Note: This job description is not intended to be all-inclusive nor is it intended to describe the general content of and requirements for the performance of this job It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. An employee will also perform other reasonably related job responsibilities as assigned by the County Administrator, department head or supervisor. Pulaski County reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.

I have read, understand and accept the duties, standards and expectations required of this position. I hereby affirm my good faith compliance with all county policies, procedures and position requirements.

Employee: \_\_\_\_\_

Date: \_\_\_\_\_