

**EMS Captain - Shift Supervisor (EMS 3-10)**  
**Pulaski County Public Safety Department**

**Department:** Public Safety

**Supervision Exercised:** Supervises Lieutenants, Field staff, and manages shift operations.

**Supervision Received:** Chief of EMS (EMS 1) / Assistant Chief of EMS (EMS 2)

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):** Non- exempt, Full-Time.

**REQUIRED TESTING/SCREENING, LICENSES, AND CERTIFICATIONS:** Drug and Alcohol Testing, Fingerprinting, Background Screening, and Driving Record Review are required. Candidates must possess a valid, appropriate driver's license issued by the Commonwealth of Virginia for operating emergency vehicles, maintained with a good driving record in accordance with policy. Certification as a paramedic by the Virginia Office of EMS is required, along with current certification in ICS 100, 200, 300, 700, and 800. Must be a cleared Field Training Officer.

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

**Work Hours:** As scheduled, including 24-hour shifts requiring holidays and weekends.

**ESSENTIAL FUNCTIONS:** In conjunction with other Command Staff, supervises and manages the field staff within the EMS system. Acts as system-wide supervisor to ensure operational goals throughout the shift. Manages all on-duty EMS personnel, coordinates resources, and ensures system functionality. Ensures system readiness by overseeing vehicle and equipment checks. Coordinates responses to calls based on call type, location, and available resources. Provides pharmacy logistical and drug box exchange support as needed. Acts as primary EMS point of contact and supervisor throughout the shift. 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. Hepatitis B Vaccination is strongly recommended.

**RESPONSIBILITIES:**

- Coordinating all of the factors necessary to ensure that the agency is capable of meeting the emergency medical needs of the community
- Handling daily staffing and scheduling needs
- Coordinating EMS response to incidents in accordance with established ICS, MCI guidelines, and agency policy
- Performs command functions as designated by policy or the Chief or Assistant Chief
- Assists with the orientation of new personnel using established checklists and mentoring

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processes

- Encourage all staff members to work to reach their greatest potential, which may involve helping students by offering opportunities for skill practice or providing encouragement and recognition
- Verification that equipment is in good working order and ready for use, including verification that unit checklists are completed as required
- Work with the administration to coordinate needed equipment and building repairs
- Promotes teamwork in order to maintain the cleanliness and appearance of buildings, vehicles, and equipment
- Monitors EMS staff members during operations to verify that established policies are followed
- Utilizes conflict resolution skills to resolve problems at the staff level whenever possible
- Works with administration to resolve problems that can't be resolved at the staff level
- Collect data that may be used to improve the performance of the system or the working conditions for staff members
- In the absence of higher-ranking personnel, acts as a liaison between the public and the organization, and acts as a point of contact for other agencies and the organization
- Support the mentoring and training process to prepare future leaders for this role
- Work to reach the organizational goals as established by the Chief and Assistant Chief

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Possess all the standard field staff member requirements
- Thorough knowledge of the proper operation of the local EMS system and protocols
- A strong work ethic and the ability to motivate others
- Thorough knowledge of the EMS Procedures and Policies as well as the Pulaski County HR Policy Manual
- Ability to establish and maintain satisfactory working relationships with other staff members, hospitals, and the general public
- Skills as a competent ALS provider, and patient advocate
- A positive customer service mentality
- Ability to offer support to other team members in an honest, respectful, and professional manner
- The ability to supervise on duty EMS staff, and be an effective communicator
- Ability to follow up on projects and complete required paperwork as necessary
- Ability to initiate the disciplinary process when needed, according to policy
- Ability to handle sensitive information correctly and privately
- Exhibits strong understanding of Incident Command
- Must have strong knowledge of MCI Operations
- Must be a positive role model for other staff members
- Maintains a positive image for the department
- Exhibits excellent work habits, interpersonal and communication skills

**ADA REQUIREMENTS:** Emergency Medical Services is both a physically and emotionally demanding field. Staff members, who cannot physically or emotionally perform the tasks

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required, must be relieved from duty, either voluntarily or involuntarily. See VaOEMS TR-14A/TR-14B for minimum function job descriptions. The normal work environment of position includes work duties outdoors in various 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. Potential exposure to hazardous materials and situations. Moving and positioning of patients is required. Must operate and travel in emergency services vehicles under both emergency and non-emergency conditions.

### **EDUCATION AND EXPERIENCE & JOB REQUIREMENTS**

- Leadership and management training/experience preferred
- Certification as an agency approved instructorship is preferred
- Completion of an approved Leadership/Management training program

### **PROFESSIONALISM AND CONFIDENTIALITY:**

- Maintains privacy and confidentiality of patient information and other confidential or sensitive information.
- Understands and consistently implements all County and Department policies and procedures.
- Shares knowledge and assists other staff with day-to-day activities to promote effective teamwork to accomplish the goals of the department.

### **TRAINING AND JOB DEVELOPMENT:**

- Develops and sets own personal goals for acquiring new skills and job growth.
- Participate in conferences, workshops, webinars, trainings and other opportunities as required by the department.
- Works with staff 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.

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Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

*Check the appropriate box, fill in the needed accommodations, if required, then sign and date.*

- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job without accommodation.
- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job with accommodation(s).

Please list the accommodation(s) needed to fulfill the essential functions of this job description:

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Employee Name: \_\_\_\_\_  
(Please print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date