

Job Description

Wythe County Emergency Services - Deputy Director for EMS

Employment Status: Full-time

FLSA Status: Full time; Exempt from overtime

Reports To: Director of Emergency Services.

Supervisory Responsibility: Full-time and part-time staff; volunteers.

Position Summary: Performs complex administrative, technical, and planning work in the development and administration of a comprehensive Emergency Medical Services (EMS) program. Develops procedures, rules, and regulations for administration of EMS to coincide with state and federal plans. Associate degree or higher in a related field and extensive experience in the field of Fire and EMS or any equivalent combination of education and experience. Must possess current National Registry and Virginia EMT-Paramedic certifications. The incumbent must live within Wythe County, or relocate upon hire, due to on-call requirements and ability to respond to incidents rapidly.

Essential Position Functions:

- Oversee the administration of the EMS Program, along with related training. May supervise employees to include prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained and developed, and making hiring, termination and disciplinary recommendations.
- Oversee the assigned budget for the department
- Maintain awareness of transport billing status and generated revenue from transport billing by assigning, supervising, completing and assessing billing practices, policies and procedures
- Manage field operational staff and oversee day to day operations
- Maintain extensive knowledge of emergency medical care and advanced life support techniques and equipment
- Maintain patient care records and other documentation as required according to local and state policies
- Designate staff for field preceptor or field training officer roles for new employees and/or students enrolled in initial certification programs
- May serve on local, regional, and state boards or committees related to delivery of EMS
- Monitor the status of the county's EMS system and assist in coordinating resource allocation
- Implement and utilize the ICS system as necessary while assuming the most appropriate role
- Serve as the department liaison to neighboring EMS agencies and jurisdictions; hospitals; skilled nursing facilities; the Virginia Office of EMS; and other key stakeholders.
- Coordinate agency training and education activities to maintain mastery of skills and competence in the delivery of patient care, including annual oral boards with the operational medical director.

- Provide emergency response on a 24-hour basis for major incidents and coordinate on-call supervisor scheduling with department leadership team
- Respond to questions, complaints, and requests for information by telephone, e-mail, or in person from news media, merchants, community and civic organizations, the general public, attorneys, and county administration
- Ensure compliance of department pharmacy with Virginia Board of Pharmacy regulations
- Maintain inventory of supplies, forms, and equipment and ensures availability of adequate resources to carry out daily operations
- Oversee the department's quality management program
- Develop initiatives to foster and promote recruitment and retention for both volunteer and career personnel
- Participate in EMS-related public health initiatives for schools, community organizations, or other entities as assigned.
- Utilize radio and digital communication platforms in daily operations with appropriate communication discipline.
- Provides emergency medical care in accordance with patient care guidelines and job description for the paramedic level
- Must adhere to all Wythe County Emergency Services policies and procedures.
- All other duties as assigned.

Education, Experience and Certifications

Minimum Experience Required: Eight years of EMS experience. Preferred: two years or more of administrative experience in a supervisory management role.

Minimum Education Requirements: Associate's degree or higher; Bachelor's degree or higher preferred.

Primary Work Location: Office setting and emergency scene response.

Physical Requirements: Requires standing or walking frequently, exerting 20 to 50 pounds of force when necessary, ability to traverse rough/unlevel terrain at incident sites, considerable dexterity and skill in operating tools or office equipment.

Credential Requirements: Valid Virginia driver's license; Virginia Paramedic certification; National Registry Paramedic; PHTLS; AHA BLS for Healthcare Provider; AHA PALS; AHA ACLS; ICS-100, ICS-200, ICS-300; ICS-700, ICS-800; Virginia OEMS-approved EVOC certification.

Preferred: Neonatal Resuscitation (NRP); Hazmat Awareness, Firefighter I/II; ICS-400

Essential Qualifications, Knowledge, Skills, and Abilities

- Relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions
- Possess an extensive knowledge of Virginia Office of EMS Regulations
- Administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Handle stress effectively without it interfering with performance;

- Organize, set priorities, and exercise sound independent judgment within areas of responsibility
- Operate a computer, using word processing, spreadsheet, database software, and other standard office equipment
- Communicate clearly and effectively, both orally and in writing.
- Extensive knowledge of emergency medical care and advanced life support techniques and equipment
- Acknowledge risk of exposure to bloodborne pathogens, hazardous materials and substances to self and others
- Familiarity with the geographical layout of Wythe County and the towns of Wytheville and Rural Retreat
- Must be able to manage major emergency medical services incidents and make appropriate decisions regarding patient care.
- Must possess well-developed interpersonal skills with the ability to effectively communicate to other emergency personnel, patients, family members, and members of the general public.
- Must be able to provide guidance, assistance, and/or interpretation to others regarding the application of patient care guidelines, department policies, or established standards or regulations to specific situations.