



Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

Section 100 - Management & Administration

Human Resources - 101.00		
S.O.P. # 101.19	Job Description - EMS Lieutenant/Paramedic Supervisor	PAGE: 1 OF 3
EFFECTIVE: 07/2004	Authorized: John Filer, Chief	
REVISED: 06/2008	Authorized: William Stephens, Director	

101.19.01 Job Summary

Performs administrative and supervisory field-work in the Department of Emergency Services. Emergency Medical Services (EMS) Lieutenants/Paramedic Supervisors are responsible for assisting in the day to day field operations of the County's Emergency Medical Services Division. The EMS Lieutenants are responsible for assuring adequate and sufficient training is provided to EMS Division staff, scheduling of staff. EMS Lieutenants will assist in the County's QA/QI program and EMS billing program. The EMS Lieutenants will work closely with the County's EMS providers and agencies. The position works directly under the supervision of the Captain of Emergency Medical Services.

101.19.02 Essential Job Functions

- Assists in the daily field operations of the Emergency Medical Services Division.
- Supervises, trains, assists and evaluates performance of full-time and part-time staff.
- Assists in the establishing, implementing and monitoring of departmental goals, objectives, policies and procedures. Assists in the planning and developing long and short-range goals for Charles County's EMS Division.
- Assist in establishing policies and procedures to ensure compliance with licensing and certification requirements for all Emergency Medical Services Division staff (CPR, AED, EMT, Paramedic).
- Ensures adequate coverage on shift by locating personnel to cover any vacancy which may arise due to leave, illness, resignation, etc., coordinates with all stations that have EMS Division staffing to assure coverage.
- Investigates EMS related complaints, grievances, infractions of County policy/procedures; recommends corrective actions to the Chief of EMS or Assistant Chief of EMS.
- Makes recommendations to the Chief or Assistant Chief of EMS in the preparation of budgets for the EMS Division.
- Maintains sufficient administrative and operational supplies for the EMS Division.
- Inspects EMS equipment and apparatus on a scheduled basis; identifies need for maintenance and/or repairs; may assign housekeeping tasks associated with EMS equipment and materials.
- Performs related work as required.



Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

101.19.03 Knowledge, Abilities and Skills

Knowledge of:

- Methods and procedures of managing Emergency Services.
- Laws, rules and regulations governing the operations of Emergency Medical Services.
- Current EMS Protocols.
- County geography.
- Basic and Advanced Life Support practices and procedures.

Ability to:

- Prepare work schedules and manage staff.
- Handle emergencies safely and effectively.
- Establish and maintain effective working relationships with others encountered in the work.
- Evaluate staff on a consistent and fair basis.
- Communicate effectively, understand and carry out oral and written instructions.
- Assist in planning, coordinating and directing the activities of multiple EMS resources at complex incidents as deemed appropriate.
- Analyze complex situations and to formulate and direct quick, effective, and reasonable course of action with regards to hazards and circumstances.
- Assist in the implementation and monitoring of the Quality Improvement program to ensure the EMS Division's staff meets and maintains Basic Life Support (BLS) and Advanced Life Support (ALS) standards.

101.19.04 Training and/or Education

Required Qualifications (Note: Any acceptable combination of education, training and experience that provides the above knowledge, abilities and skills may be substituted on a year for year basis.)

- Associate's degree with a major in Fire, EMS, Public, Educational, or Business Administration or equivalent. Additional years of administrative experience may be substituted for education.

101.19.05 Experience:

Applicant must have at least two (2) years of experience within the field of Emergency Services and must meet all requirements for the "Paramedics classification" in Charles County.



Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

101.19.06 Licenses and Certifications:

Must have a current, valid driver's license. Must have and maintain a current license as an Emergency Medical Technician-Paramedic in the State of Maryland. Must have and maintain current certification in CPR, ACLS, EVOC, Haz-Mat Operations, Incident Management Systems ICS 100, 200, 300, 400 & 700. MFRI Instructor I. BTLs/PHTLS preferred, but not required.

101.19.07 Special Requirements:

Must maintain current Paramedic License and certifications during employment.

101.19.08 Physical Demands:

Occasionally act as a Paramedic and must meet all requirements for such classification.

101.19.09 Unusual Demands:

Employee is subject to work beyond the normal scheduled hours of work.

101.19.10 FLSA Status:

Non-exempt

101.19.11 Reports To:

EMS Captain

101.19.12 Supervises:

- Full time and Part time Paramedics
- Full time and Part Time EMT-Is
- Full time and Part time EMT's