



## Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

### Section 100 - Management & Administration

Human Resources - 101.00		
S.O.P. # 101.20	<b>Job Description - EMS Captain/Paramedic</b>	PAGE: 1 OF 4
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REVISED: 10/20/2016	Authorized: William Stephens, Director	

#### 101.20.01 Job Summary

Performs operational and/or administrative management in the Department of Emergency Services. Emergency Medical Services (EMS) Captains are responsible for assisting in day to day operations and/or administrative services for the County's Emergency Medical Services Division. The EMS Captain is directly responsible for implementation of specific EMS Programs and operations for EMS Division staff. The EMS Captain will work closely with the County's EMS Lieutenants and field providers from both the career and volunteer services. The position works directly under the supervision of the Assistant Chief of Emergency Medical Services.

#### 101.20.02 Essential Job Functions

- Assists in the oversight of daily field operations of the Emergency Medical Services Division.
- Insures adequate operational staffing for all regular duty shifts as well as special planned or unplanned events.
- Maintains an accurate schedule of personnel on shift each day.
- Supervises, trains, assists and evaluates performance of Paramedic/Supervisor Lieutenants.
- Assists in the establishing, implementing and monitoring of Departmental goals, objectives, policies and procedures. Assists in the planning and development of long and short-range projects and goals for Charles County's EMS Division.
- Assists the Assistant EMS Chief in the management of policies and procedures to ensure compliance with licensing and certification requirements for all Emergency Medical Services Division staff (CPR, ACLS, PEPP, BTLS, EMT, Paramedic).
- Manages and maintains a database which tracks certifications and credentials of all emergency services personnel.
- Coordinates training opportunities and assures personnel receive the appropriate training as required by their job descriptions and departmental needs as well as coordinating the evaluation of providers in the clinical and operational setting to assure core competency.
- Coordinates hospital and specialty center clinical rotations for EMS providers.
- Development of curriculums, as needed, preparation of lesson plans, overseeing written and practical examinations of job applicants and evaluating probationary providers in clinical settings.
- Evaluates the 911 EMS system/services through a combination of data collection and direct observations as well as conducts research and analysis of current and future 911 EMS issues and trends for the continuous improvement of the program and Department under the supervision of the Assistant EMS Chief.
- Prepares reports, charts and graphs relating to the effectiveness and efficiency of the 911 EMS System and Department training program.



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- Designs, implements, tracks and manages an inoculation and immunization/infection control program.
- Manages the County's Quality Assurance and Quality Improvement Programs as directed by the Jurisdictional Medical Director and the Director of Emergency Services.
- Insures and maintains adequate logistical supplies required to complete the mission of the EMS Division.
- Attends any and all meetings associated with the Captain/Paramedic's position.
- Serves as a liaison between the Department of Emergency Services and the Jurisdictional Medical Director and the State regulating agencies with regards to training and quality assurance.
- Seeks and prepares grants for the financial assistance in the development and enhancement of the Department Training Program.
- Provides operational support in the field as a supplemental support unit/provider as assigned.
- Serves as Lieutenant/Paramedic Supervisor in their absences.
- Performs related work as required.

### 101.20.03 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.
- COMAR "Title 30".
- State and local training requirements for emergency services providers.
- Thorough knowledge of the *Charles County Department of Emergency Services, EMS Division: Standard Operating Procedures* and the *Charles County Personnel Policy and Procedure Manual*.
- Proficiency in Microsoft Office products and tools.

Ability to:

- Prepare and collaborate training schedules and databases as well as manage appropriate 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.
- Independently manage, plan, coordinate and direct the activities of multiple EMS resources at complex incidents and assignments as deemed appropriate.



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- Independently manage, plan, coordinate and mitigate within discretion personnel matters in accordance with the County Policy and Procedures Manual and the EMS Division's SOP's.
- Analyze complex situations and to formulate and direct quick, effective, and reasonable course of action with regards to hazards and circumstances.
- Management and monitoring of the Charles County Quality Assurance Program to ensure the EMS Division's staff meets and maintains Basic Life Support (BLS) and Advanced Life Support (ALS) standards as well as Department compliance with COMAR "Title 30".

### 101.20.04 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.

### 101.20.05 Experience:

Applicant must have at least five (5) years of experience within the field of Emergency Services that includes at least two (2) years of experience as a manager and certified instructor and meet all requirements for the "Paramedics classification" in Charles County.

### 101.20.06 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, CEVO, Haz-Mat Operations, Incident Management Systems ICS 100, 200, 300, 400, 700 & 800. MFRI Instructor I. BTLS/PHTLS preferred, but not required.

### 101.20.07 Special Requirements:

Must maintain current Driver's and Paramedic License and certifications during employment as well as all necessary Instructor certifications.



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**101.20.08 Physical Demands:**

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

**101.20.09 Unusual Demands:**

Employee is subject to work beyond the normal scheduled hours of work. Operational personnel are subject to work on weekends.

**101.20.10 FLSA Status:**

Exempt

**101.20.11 Reports To:**

Assistant Chief of Emergency Medical Services

**101.20.12 Supervises:**

- Emergency Medical Services Lieutenant/Paramedic Supervisors