



## Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

### Section 100 - Management & Administration

Human Resources - 101.00		
S.O.P. # 101.22	<b>Job Description - Assistant Chief of EMS</b>	PAGE: 1 OF 4
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REVISED: 06/2013	Authorized: William Stephens, Director	

#### 101.22.01 Job Summary

Performs administrative and supervisory work in the Department of Emergency Services. The Assistant Chief of Emergency Medical Services is responsible for assisting in the planning, implementing, evaluating and coordination of the County's Emergency Medical Services Division. The Assistant Chief of EMS is directly responsible for overseeing the implementation of a proper and efficient Training & QA/QI program for the EMS Division staff. The Assistant Chief of Emergency Medical Services works closely with the County's medical director, local and regional EMS Councils, local EMS providers and agencies. The position works directly under the supervision of the Chief of Emergency Medical Services.

#### 101.22.02 Essential Job Functions

- Oversees the daily administrative operations of the Emergency Medical Services Division
- May act as the Chief of Emergency Medical Services in his/her absence.
- Administers the daily field operations of the Emergency Medical Services Division.
- Supervises, trains, assists and evaluates performance of EMS Captains and Lieutenants.
- Assist the 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).
- Ensures adequate coverage on shift by locating personnel to cover any vacancy which may arise due to leave, illness, resignation, etc., or by serving as a Paramedic when necessary; coordinates with all stations that have EMS Division staffing to assure coverage.
- Works with EMS Captains to evaluate the 911 EMS system/services through a combination of data collection and direct observations as well as conduct research and analysis of current and future 911 EMS issues and trends for the continuous improvement of the program and Department.
- Oversees the management and maintenance of a database which tracks certifications and credentials of all emergency services personnel (this includes both career and volunteer persons).
- Works with the EMS Captains to coordinate 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.
- Investigates EMS related complaints, grievances, infractions of County policy/procedures; recommends corrective actions to the Chief of EMS.
- Makes recommendations to the Chief and assists in the preparation of budgets for the EMS Division.



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- Serves as a liaison between the Department of Emergency Services, County Human Resources Department, County Health Department, Hospital, Charles County Volunteer Fire/EMS Associations and the Jurisdictional Medical Director and the State regulating agencies with regards to training and quality assurance.
- 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.
- Provides operational support in the field as a supplemental support unit/provider as assigned.
- Performs related work as required.

### 101.22.03 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.
- Analyze complex situations and to formulate and direct quick, effective, and reasonable course of action with regards to hazards and circumstances.
- Act, if needed in field operations at the Paramedic capacity.
- 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.



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### 101.22.04 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.

### 101.22.05 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.

### 101.22.06 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 & 800. MFRI Instructor II. BTLS/PHTLS preferred, but not required.

### 101.22.07 Special Requirements:

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

### 101.22.08 Physical Demands:

The work is primarily in an office surrounding with periods of light physical activity. Occasionally act as a Paramedic and must meet all requirement for such classification.

### 101.22.09 Unusual Demands:

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



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**101.22.10 FLSA Status:**

Exempt

**101.22.11 Reports To:**

Chief of Emergency Medical Services

**101.22.12 Supervises:**

- Emergency Medical Services Lieutenant/Paramedic Supervisors
- Emergency Medical Services Captain/Paramedics