



Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

Section 100 - Management & Administration

Human Resources - 101.00		
S.O.P. # 101.23	Job Description - Chief of EMS	PAGE: 1 OF 4
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101.23.01 Job Summary

Performs executive management duties and assignments in the Department of Emergency Services. The Chief of Emergency Medical Services is responsible for planning, implementing policies, evaluating systems and coordinating the County's Emergency Medical Services Division. The Chief of Emergency Medical Services works closely with the County's jurisdictional medical director, local and regional EMS Councils, local volunteer Fire/EMS providers and agencies. This position works directly under the supervision of the Director of Emergency Services.

101.23.02 Essential Job Functions

- Oversees the daily operations of the Emergency Medical Services Division in accordance with Federal, State, and County laws, regulations, policies and procedures.
- Oversees the ordering of, inventory and record keeping of controlled dangerous substances according to standards set by the federal code and the State of Maryland.
- Supervises, trains, assists and evaluates performance of full-time and part-time staff.
- Establishes, implements and monitors departmental goals, objectives, policies and procedures. Provides leadership, planning direction and develops long and short-range goals for Charles County's EMS Division.
- Establishes policies and procedures to ensure compliance with licensing and certification requirements for the County's Emergency Medical Service Division employees.
- Participates as a working member of the County's Emergency Management Team.
- Assists the Director of Emergency Services in emergency response and mutual aid negotiations.
- Assists the County Commissioners to enhance the current emergency medical response capabilities throughout the County.
- Extrapolate data from statistics to show strengths and weaknesses of the County's current EMS System.
- Researches grant opportunities for the Department of Emergency Services.
- Assists in the preparation of and administration of budgets for the Emergency Medical Services Division.
- Maintains necessary supplies and equipment to allow personnel to perform to their ability.
- Attends, after normal business hours, various meetings conferences, workshops and training sessions, as needed.
- Investigates complaints against personnel, makes determinations and provides recommendations to the Director of Emergency Services and the Director of Human Resources on disciplinary actions.



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- When required, acts as a Deputy to the Director of Emergency Services in the matters of natural and man-made disasters, weapons of mass destruction matters and homeland security issues.
- Responds to citizen questions and inquiries in a courteous and timely manner.
- Coordinates with local law enforcement agencies on various issues concerning Emergency Medical Services.
- Coordinates with State and Local Health Departments on various health concerns/issues.
- Staffs the Emergency Operations Center in the event of natural and/or man-made disasters.
- Coordinates EMS requests/activities with various civilian and governmental agencies.
- Serves on various state and local EMS committees, as requested and/or needed.
- Coordinates all activities associated with the EMS Fee for Service Program (to include but not limited to: third party Billing Agency, Medicare, Medicaid, Blue Cross/Blue Shield and other insurance carriers).
- Performs the duties of a Paramedic as necessary, providing non-emergency and emergency lifesaving interventions.
- Represents the Department of Emergency Services at various local and state level functions.
- Performs general clerical tasks, which may include answering telephones, recording, relaying messages, using various office equipment (Fax machine, copier, projector, etc.).
- Performs related work as required.

101.23.03 Knowledge, Abilities and Skills

Knowledge of:

- Methods and procedures of managing Emergency Services.
- Laws, rules and regulations governing the operations of Emergency Medical Services.
- Effective methods of supervision.
- The National Incident Management System.
- 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*.
- Roles and responsibilities for the effective operations of an Emergency Operations Center.
- HIPPA
- Proficiency in Microsoft Office products and tools.



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Ability to:

- Prepare work schedules and manage staff effectively.
- Handle emergent and non-emergent situations safely and effectively.
- And willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and technology.
- Establish and maintain effective working relationships with others encountered in the work environment.
- Communicate effectively orally and in writing using both technical and non-technical language.
- Work under extremely stressful situations which result from a building fire, emergency medical and hazardous materials responses, including the responsibility for remaining calm and carrying out all duties with the recognition of the threat to life and property.
- Use logical and creative thought process to develop solutions according to written specifications and/or oral instructions.
- Operate a personal computer using standard or customized software applications to assigned tasks.

101.23.04 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.)

- Bachelor's degree with a major in Fire, EMS, Public or Educational Administration, or Business Administration. Additional years of management experience may be substituted for education. Successful completion of EVOC training within six months.

101.23.05 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.

101.23.06 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.



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101.23.07 Special Requirements:

Must maintain current Driver's and Paramedic License and certifications during employment as well as all necessary Instructor certifications. Will need to utilize Self Contained Breathing Apparatus (SCBA) or other types of equipment for self-protection.

101.23.08 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.

101.23.09 Unusual Demands:

Employee is subject to work beyond the normal scheduled hours of work. Employee may be subject to attend various meetings and events after normal business hours and on the weekends.

101.23.10 FLSA Status:

Exempt

101.23.11 Reports To:

Director of Emergency Medical Services

101.23.12 Supervises:

- Assistant Chief of EMS
- Administrative Personnel