



Charles County Department of Emergency Services
STANDARD OPERATING PROCEDURES

Section 100 - Management & Administration

Human Resources - 101.00		
S.O.P. # 101.30	Job Description - Public Education & Community Outreach Coordinator	PAGE: 1 OF 3
EFFECTIVE: 07/01/2018	Authorized: John Filer, Chief	
REVISED: 11/08/2018	Authorized: William Stephens, Director	

101.30.01 Job Summary

Performs complex administrative coordination of public education and community outreach events. This position and is often the face of the Department in the public light during most events that interact with the general public. As public education and community outreach is within the EMS Division’s mission scope, vision and core values; this position exists to promote and highlight community well-being, lifesaving efforts/practices, community health best practices and safety. This position also works with Operations to coordinate approved special event standbys where medical support is required and/or requested. The position is assigned to day work under the general supervision of the Administrative Captain assigned to Training. Department sponsored public education and community outreach programs consist of the following:

- **Hands Only CPR** - promotes public education and active participation in CPR,
- **Public Access AED** - promotes public education and active participation with early access defibrillation;
- **Run, Hide, Fight and Treat** - educational partnership with the law enforcement to spread Stop the Bleed instructions;
- **Drug Take Back Program** - educational and active program designed to safely remove unwanted medications from circulation;
- **Teddy Bear Clinic** - program designed to highlight an promote EMS for Children safety initiatives.

101.30.02 Essential Job Functions

Schedules, facilitates and instructs public education and community outreach events/programs. Coordinates with Operations to staff and support special events and standbys. Provides operational support in the field as a supplemental support unit/provider as assigned. Performs related work as required.

101.30.03 Knowledge, Abilities and Skills

In addition to those duties and job functions as outlined in the EMT and Paramedic Job Description, this position must also possess:



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Knowledge of:

- Methods of adult educations and learning,
- Methods of child/adolescent education and learning;
- Proficiency in Microsoft Office products and tools.

Ability to:

- Present and conduct one's self as a professional in a public setting,
- Professionally present the aforementioned programs to the general public with competency and accuracy of course content;
- Communicate effectively in public;
- Support and facilitate the effective staffing of special events;
- Work independently without close supervision;
- Coordinate with multiple partner agencies, both public and private;
- Multi-task.

101.30.04 Training and/or Education

MFRI Instructor II is desired however not essential. Proper training as an adult/child instructor may be substituted by a spectacular sense of professionalism and high standards for customer service.

101.30.05 Experience:

In addition, this person must have experience and great comfort with public speaking, education and interactions with large crowds. Excellence in customer service is an absolute requirement.

101.30.06 Licenses and Certifications:

Must possess a current and valid driver's license and maintain a current license as an Emergency Medical Technician or Paramedic in the State of Maryland.

101.30.07 Special Requirements:

Must maintain current Driver's and Emergency Medical Technician or paramedic license and certifications during employment as well as all necessary Instructor certifications.



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101.30.08 Physical Demands:

Occasionally act as an EMS provider (EMT or Paramedic) and must meet all requirement for such classification.

101.30.09 Unusual Demands:

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

101.30.10 FLSA Status:

Non-exempt

101.30.11 Reports To:

Administrative Captain - Training

101.30.12 Supervises:

N/A