

Name \_\_\_\_\_ Starting Date \_\_\_\_\_

**Emergency Medical Services Director (Chief)**

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**Responsible to**  
Board of Supervisors

FLSA: Exempt

**Advised by**  
EMS Advisory Board

**Directly Supervises and Evaluates**  
Calhoun County EMS Providers  
Local Ambulance Services

**Description**

Directs and manages day-to-day activities for the provision of emergency medical services provided by Calhoun County EMS; conducts evaluation and quality assurance activities; supervises, guides, and directs staff.

The EMS Director also coordinates operations for all other county-based ambulance services; works as a liaison between the ambulance directors, ambulance services, hospitals, Iowa EMS Association, dispatch center, media and the physician / medical directors to assure communication and implementation of uniform protocols; responsible for fiscal management and accountability of service funds; assures the development, implementation and evaluation of continuous quality improvement (CQI) initiatives for all local ambulance service systems.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*General Responsibilities:*

- Provide leadership in coordinating the efforts and involvement of community stakeholders in support of a county-based emergency medical service plan.
- Coordinate and ensure compliance with Iowa's local emergency service standards; develop and coordinate local policy to address emergency medical issues.
- Prepare emergency medical service and special project budgets and make recommendations for budget modifications or additional funds.
- Monitor expenditures and authorize purchases for specific projects.
- Secure funding for emergency medical systems through federal/state/local and other outside resources. Includes writing and /or managing grants for specific projects and services. Analyzes grant program data for accuracy and impact.
- Monitor designated subcontracts to assure compliance and timeliness of required reports; provide guidance and consultation to service partners as needed.
- Remain aware of EMS treatment, transport trends and improvements. Evaluate local emergency medical workforce for appropriate and adequate qualifications and competencies.
- Communicate and provide education, information, and resources to protect and promote the public health of the community.

- Provide leadership engaging the commitment of community stakeholders in support of health promotion, preventative services and programs developed to prevent injuries.
- Conduct comprehensive evaluation of Emergency Medical Service programs; lead a formal group of staff and ad hoc members through quality improvement policies and procedures.
- Complete timely written and statistical reports as required.
- Function as supervisor or preceptor, including training and evaluation, for emergency medical service students.
- Respond to requests for information or technical assistance on a variety of emergency medical- related issues.
- Address consumer complaints or inquiries related to ambulance services.
- Is available or ensures a similarly qualified alternate is available 24 / 7.
- Fulfill shift responsibilities when understaffed.

*Problem Solving:* Exhibits critical thinking abilities and applies them for continuous improvement of services and the agency:

- Uses own knowledge and experience base and other resources as necessary to make logical decisions and solve problems.
- Continuously analyzes work processes and makes suggestions for improvement.

*Leadership:*

- Uses leadership position to set positive, attainable expectations, objectives, and goals for others within the organization.
- Takes action to enforce rules; confronts others about problems when necessary.
- Empowers others by sharing responsibility to encourage a deep sense of commitment and ownership.
- Demonstrates creativity and innovation. Takes reasonable risks and accepts full accountability for actions taken.
- Allows subordinates to take reasonable risks and accept accountability for their actions.
- Develops a spirit of cooperation and teamwork while leading a group of people.
- Works for solutions that generally benefit all involved parties.

*Demonstrates self-confidence and ability to think conceptually in leading and directing others:*

- Recognizes complex connections in situations and is able to identify the key or underlying issues.
- Demonstrates the ability to make decisions independently that benefit the agency as a whole based on the identification of key or underlying issues.
- Demonstrates a strongly positive image of self and own skills, capabilities, and judgment.

***Job Responsibilities Related to Patient Privacy and HIPAA Compliance:***

The EMS Director must perform all job responsibilities in a manner that protects patient privacy and complies with the Health Insurance Portability and Accountability Act (HIPAA):

- The EMS Director is expected to protect the privacy of all patient information in accordance with the County's privacy policies, procedures, and practices, as required by federal law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with the County's Policies and Procedures on patient privacy may result in disciplinary action up to and including termination of employment with Calhoun County EMS.
- The EMS Director may access protected health information and other patient information only to the extent that is necessary to complete the EMS Director's job duties. The Paramedic /RN may only share such information with those who have a need-to-know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment, or other Company operations.
- The EMS Director is encouraged and expected to report, without the threat of retaliation, any concerns regarding the County's Policies and Procedures on patient privacy and any observed practices in violation of that Policy to the designated HIPAA Compliance Officer.
- The EMS Director is expected to actively participate in Calhoun County and Calhoun County EMS HIPAA Compliance training and is required to communicate privacy Policy information to coworkers, students, patients, and others in accordance with Company Policy.

***Additional Obligations and Skills the EMS Director may need to perform based on staffing and availability:*** The EMS Director must possess and apply knowledge and skills necessary to perform the duties of a Paramedic and an EMS Vehicle Operator, including:

- Promptly responding to instructions from a dispatcher and driving and operating specially equipped emergency vehicles to specified locations at a safe and controlled speed, in accordance with federal, state, local law, regulations and standards;
- Assuring that vehicles are in good working condition at all times, are properly maintained and stocked, have all necessary equipment and this equipment is in good working order at all times;
- Cleaning, organizing and restocking vehicles in a ready condition after each transport;
- Receiving requests for emergency and non-emergency ambulance service and other duty-related communications via two-way radio and other communication devices;
- Maintaining accurate records of ambulance equipment and other emergency equipment and/or personnel dispatched to each emergency and non-emergency request and other operation and administrative data as required to maintain the operational continuity of Calhoun County EMS and as directed by superiors;
- Managing telephone communications professionally and efficiently with careful regard to the divulgence of information;
- Properly documenting each transport on the approved Patient Care Report in accordance with Company Policies and Procedures;

- Coordinating requests for non-emergency transports in accordance with the non-emergency transport policies;
- Monitoring communication equipment to maintain contact with the dispatcher;
- Performing rescue operations within their training; and
- Maintaining apparatus and equipment in accordance with all policies, procedures, and direction.

*The EMS Director must also:*

- Be a team player, as EMS is a team effort, and providers must provide necessary assistance to ensure system sanitation, readiness, and adherence to quality assurance standards;
- Be flexible, as emergency services operate on a 24-hour clock;
- Maintain a thorough working knowledge of local geography, which includes maps, streets, and grid book systems;
- Maintain a thorough working knowledge of applicable current standards of care, including equipment functions and uses; and
- Assure that all required certifications, licenses, registrations, and continuing education requirements are up to date.
- Conduct him/herself in a courteous, helpful, dignified, and professional manner at all times when dealing with patients, co-workers, supervisors and the public.

Note: (Every effort was made to make this job description as complete as possible. However, it in no way states or implies that these are the only duties an Paramedic /RN will be required to perform. The Paramedic level is delegated the authority, responsibility, and accountability necessary for carrying out assigned duties.)

*Assumes Other Duties as Necessary:*

1. Demonstrates a willingness to assume unexpected tasks not identified in the job description.
2. Collaborates with others to foster team cohesiveness.
3. Due to the nature of the job requirements, the Calhoun County EMS Director may need to report to work early, stay late, or work holidays and weekends. Hours beyond 40 hours a week may be necessary to ensure the responsibilities are completed so that Calhoun County EMS can function. This includes assuming unassigned shifts.

**Qualifications:**

*Educational Requirements:* Minimum of five (5) years' experience in the field of EMS health care with a majority of experience at the Paramedic level preferred. Preferred qualifications include graduation from an accredited college or university with a Bachelor's degree in a related field, Pre-hospital experience in a combination service; experience working with volunteers; thorough knowledge of EMS system principles, regulations administration and ethics; knowledge of human resources administration principles and practices; knowledge of educational design and principles; thorough knowledge of County and departmental policies and procedures; experience in program management; and strong communication skills. Also preferred to have ACLS and/or PALS Instructor, BLS

Instructor, ALS field training officer (FTO) and ALS preceptor. Additionally, the EMS Director must possess basic working knowledge of a computer and be able to enter necessary data into a computer.

*Certificates, Licenses and Registrations:* The EMS Director must possess and maintain a valid Class D driver's license without serious violation(s), current state Paramedic /RN certification/license, American Red Cross CPR for the Professional Rescuer and/or American Heart Association Health Care Provider certification (preferred), Mandatory Reporter certification, and, as needed based upon duties assigned, Hazardous Materials Operations, and other certifications as required.

*Minimum Experience, Abilities Required and Special Requirements:* Due to the necessity of being available for situations within a reasonable amount of time; this position prefers but does not require the EMS Director to reside in Calhoun County or any of the contiguous counties.

### **PHYSICAL REQUIREMENTS OF THE POSITION:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. The position requires significant physical strength and dexterity and the ability to function in very adverse environments with exposure to numerous safety risks typically found at emergency scenes. The following guidelines are used to describe the frequency of activities in this position: (Rarely equals 1-15%; Occasionally equals 16-33%; Frequently equals 34%-66%; and Continuously equals 67-100% of a typical workday.)

*Standing/Walking:* Frequently to continuously when responding to calls. Optional while at rest at the facility. This usually includes: going to and from the emergency vehicle, getting patients from their locations, and rendering treatment. Most walking would be for short distances, as emergency vehicles are allowed to get as close to the location as possible. However, the Paramedic /RN must also be able to run these same distances, in case of an emergency where time is of the essence. Walking and running may vary, however, as the patient may be located inside a large, multi-floor facility. Standing, walking, and running could be on all types of surfaces, including but not limited to: asphalt, cement, concrete, soft/packed dirt, linoleum, wood, hardwood floors, etc. The individual must be able to go up and down slight inclines or declines that may be found at roadsides, agricultural areas, etc. At a location, standing would occur more often than walking or running. Standing would occur on the wide variety of surfaces mentioned above. Standing could last from a few minutes to hours, depending on the situation. Standing could occur in the standard erect position, the kneeling or squatting position, etc.

*Sitting:* Frequently when responding to a location, the individual will sit in the emergency vehicle. The emergency vehicles are equipped with a standard installed vehicle seat. The time performing the sitting activity on a call would depend upon the specific situation.

*Lifting and Carrying:* Frequently required to lift and carry weights ranging from a few pounds to 10 pounds and above. Occasionally required to lift and carry weights scaled at

above 100 pounds or more. Paramedic /RNs will need to lift and carry, with one team member, adult patients, lifting them from various positions (such as a bed or a chair) onto various patient movement devices, such as an ambulance stretcher, a stair chair, long back boards, etc., and then efficiently move them into an ambulance. Other heavier objects in the high range category would be 5-foot tall, 10-inch diameter oxygen cylinders, and medical equipment boxes. The oxygen cylinders can be made of quarter-inch steel and weigh up to 113 pounds. The medical equipment boxes can weigh approximately 50 pounds or more.

***Bending and Stooping:*** Frequently throughout a work shift the individual will be required to bend in a range of 1 to 90 degrees. The average situation will require the individual to work in a range of 35 to 65-degree bends. This would involve: lifting a patient, lifting equipment, treating a patient at ground level, sitting on a bench located in the ambulance. This activity may be prolonged and last up to 30 minutes or more. During any given call, the provider may bend and/or stoop 1 to 15 times per incident.

***Crouching and Kneeling:*** Frequently. Crouching and kneeling may be performed when on the scene picking up equipment or assisting patients. The actual number of times this is done depends on the particular incident but may be up to 15 times for a duration up to 30 minutes or greater.

***Climbing:*** Occasionally. This is required when climbing steps up and down with a patient on a stretcher or other device, and when entering or exiting the emergency vehicle. Generally, the climbing would require that the Paramedic /RN be lifting and carrying heavy objects such as a stretcher or other device with a patient on it. Balancing may be required when backing down staircases.

***Reaching:*** Frequently to continuously throughout the work shift in order to review monitoring equipment, operate communication equipment, administer oxygen, and operate equipment. The Paramedic /RN may also be required to reach precarious positions, such as in a vehicle, which has been crushed in an accident, or in other confined spaces. If working inside the ambulance enroute to a medical facility, the Paramedic /RN will need to reach to access the patient and supplies. Reaching will involve partial to full extension of the arms.

***Pushing and Pulling:*** Frequently. The activities that would require the most force in pushing and pulling is when removing or returning a gurney to the emergency vehicle, with and without a patient on the gurney. The weight required to push/pull will vary, depending on the weight on the gurney. Slight pushing will be required if the Paramedic /RN is performing CPR, which can require repetitive pushing and may range from a few minutes to hours. Pushing and pulling is required when operating and closing vehicle doors.

***Handling or Grasping:*** Continuously. While working at any given location, continual bilateral gross manipulation is performed in this position. This may be involved when: opening/closing doors; and using, handling, carrying and/or operating medical equipment boxes that may weigh approximately 50 pounds or more, stretcher rails, various handles attached to equipment, and tools. The arm and hand must be able to perform all types of positions, including supination and pronation. Hyperextension, extension, and flexion of the

fingers will be involved, ulnar and radial deviation, and abduction and adduction of the hand and wrist will be required. A wide variety of grasping will be required, such as cylindrical grasping, palmer grasping, hook grasping, tip grasping, lateral grasping, and spherical grasping.

**Hazard:** The Paramedic /RN, when responding to emergencies, can be exposed to dust, fumes, gases, fire, smoke, adverse weather conditions, and chemicals. Driving at speeds beyond the posted limit may occur and, therefore, the Paramedic /RN may be exposed to vehicular accidents at a higher speed than normal. There is also exposure to body substances that may contain infectious materials that could cause illness or death. There is potential for bodily harm or death from violent patients, bystanders, or other dangers.

### **OTHER PHYSICAL REQUIREMENTS:**

- Maintain balance and strength in awkward positions;
- Speak clearly under stressful circumstances;
- Accurately communicate ideas orally and in writing in English;
- Respond physically with speed;
- Speak loudly; and
- Get along well with others.

### **MENTAL REQUIREMENTS OF THE POSITION:**

- Manage a substantial number of stressful situations, and be able to function calmly; coolly and collectedly under all types of stressful situations;
- Get along well with diverse personalities;
- Communicate with patients and others with empathy and respect;
- Create and maintain a positive and cooperative working environment in stressful situations;
- Work smoothly and professionally in an environment where teamwork is essential;
- Analyze and interpret difficult and complex patient care and personnel situations;
- Work independently with a minimal supervision for assigned tasks;
- Exercise sound independent judgment within general Policy and procedural guidelines;
- Anticipate and identify problems and take initiative to prevent or correct them;
- Establish and maintain effective working relationships with all levels of personnel within the medical community, Calhoun County EMS, outside agencies, patients, and members of the community;
- Understand and follow federal, state, and local laws, and Calhoun County EMS policies, procedures, and rules;
- Follow orders;
- Remember and apply concepts, knowledge, and principles;
- Analyze and interpret situations; and
- Appropriately deal with stress and maintain composure when encountering serious injuries or illnesses.

**Degree of Travel**

Travel required for various activities and between local ambulance departments. Must have reliable transportation and required liability insurance.

**Degree of Disruption to routine**

Disruption to routine is to be expected occasionally.

**Safety**

Utilizes appropriate safety equipment and/or clothing and performs all work in a safe manner.



**JOB TITLE: Emergency Medical Services Director**

PHYSICAL DEMANDS	RARELY	OCCASIONALLY	FREQUENTLY	CONTINUALLY
Sitting				X
Standing				X
Walking				X
Bending/Stooping (bend at waist)		X		
Crawling		X		
Reach Above Shoulder Level		X		
Kneeling		X		
Balancing		X		
Change of Position		X		
Reaching (extended hands/arm)		X		
Reach across Midline		X		
Handling (hold, grasp, seize, turn)		X		
Fingering (pinch/pick)		X		
Feeling (perceive attributes of objects)		X		
Crouching/Squatting (bend legs/spine)		X		
Balancing		X		
Jumping		X		
Stairs		X		
Ramp		X		
In/Out of Machine		X		
Ladder		X		
Lifting/Lowering		X SEE WEIGHTS NEXT SECTION		
Carrying		X SEE WEIGHTS NEXT SECTION		
Pushing/Pulling (force extended)		X SEE WEIGHTS NEXT SECTION		
Must Be Able To				
See				X
Hear				X
Speak				X
Use One Hand				X
Use Both Hands				X
<b>Environmental Conditions</b>	<b>RARELY</b>	<b>OCCASIONALLY</b>	<b>FREQUENTLY</b>	<b>CONTINUALLY</b>
Involves Being				
Inside			X	
Outside			X	
Exposed to Temperatures of				
32°F and less		X		
100°F and more		X		
Wet & Humid Conditions		X		
Noise, Vibration		X		

Fumes, Dust		X		
Secondhand Smoke		X		
<b>Hazards, Exposure</b>	<b>RARELY</b>	<b>OCCASIONALLY</b>	<b>FREQUENTLY</b>	<b>CONTINUALLY</b>
Infectious Wastes		X		
Toxic Chemicals		X		
Needles/Body Fluids		X		
Radiation	X			
Chemotherapeutics	X			
Animals/Pets		X		

Rarely = 0% to 15% of the time

Occasionally = 16% to 33% of the time

Frequently = 34% to 66% of the time

Continually = 67% to 100% of the time

Work related tasks and weights/forces associated:

- Lifting cot with no patient - 50# of force, Requires 2 staff.
- Pulling on cot with 230# patient - 38# of force, Requires 2 staff.
- Lifting end of cot with 230# patient - 205# of force.
  - Requires 3-4 staff or use of hydraulic cot.
- Pushing/pulling gurney with 230# patient - 40# of force.
- Tilting stair chair with 180# patient - 40# of force.
- Pulling stair chair downstairs with 180# patient 80# of force
  - Requires using two staff when using stair chair.
- Lifting defibrillator - 22# of force.
- Lifting jump bag - 25# of force.
- Pulling 220# patient from one gurney to another - 50# of force. Requires 2-4 staff.
- Pulling 180# patient from one gurney to another with sliding board - 50# of force. Requires use of 2-4 staff.
- Pulling 180# patient and sliding board from one gurney to another - 70# of force. Requires use of 2-4 staff.

Determined Work Level: Very Heavy Work (Level 4)

- Exerting up to 50 to 100 pounds of force occasionally, and/or up to 25-50 pounds of force frequently, and/or 10 to 20 pounds constantly.
  - If lifting/transferring a patient weighing over 109# with total assist, 2 staff people will be used. Other response agencies may be asked to assist
  - If lifting/transferring a patient weighing over 200# with total assist, 3 staff people will be used. Other response agencies may be asked to assist
  - a If lifting/transferring a patient weighing over 300# with total assist, 4 staff people will be used. Other response agencies may be asked to assist
  - If moving non-wheeled chair in room, 2 staff people will be used. Other response agencies may be asked to assist

Minimum Accepted Work Level for this Position: Medium Work (Level 3)

- Exerting 20 to 50 pounds of force occasionally, and/or up to 10 to 25 pounds of force frequently, and/or greater than negligible up to 10 pounds of force constantly.

NOTE: This position description in no way states or implies that it includes every duty to be performed by the employee occupying the position. Employees will be required to follow any other job-related duties assigned by their supervisor.

Marginal functions of positions that are incidental to the performance of fundamental job duties have been excluded from our position description.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Some requirements may exclude individuals who pose a threat or significant risk to the health and safety of themselves or others.

I HAVE READ THIS POSITION DESCRIPTION AND HAVE HAD MY QUESTIONS ANSWERED. I UNDERSTAND AND ACCEPT THE DUTIES AND RESPONSIBILITIES RELATED TO THIS JOB AND I UNDERSTAND MY EMPLOYEE STATUS OF \_\_\_\_\_ FULLTIME REGULAR EXEMPT \_\_\_\_\_ WHICH IS DEFINED IN THE EMPLOYEE HANDBOOK.

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Employee Signature and Date

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Supervisor Signature and Date

November 2004  
December 2006  
July 2010  
September 2010  
September 2011  
April 2020  
April 2023