EMERGENCY MEDICAL SERVICES PROGRAM MANAGER

DEFINITION

Under general direction, manage, coordinate and supervise the Emergency Medical Services Oversight Program in Washoe County. Oversee the monitoring of ambulance franchise compliance and the analysis, interpretation and formation of recommendations based on data from the EMS system generally, which includes EMS entities in addition to the ambulance franchisee.

EXPERIENCE AND TRAINING REQUIREMENTS

A Bachelor’s degree from an accredited college or university in Public Administration, Public Health, Planning, Emergency Management or a closely related field such as Health Administration plus three years of full-time experience in program management and administration focused on emergency medical services, franchise management or program evaluation; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

A valid driver’s license is required at the time of appointment.

SUPERVISION EXERCISED

Exercises direct supervision over professional, technical and clerical support staff.

EXAMPLES OF DUTIES (The following is used as a partial description and is not restrictive as to duties required.)

Supervise assigned staff including staff selection; assign, schedule and review work; provide training in proper work methods and procedures; performance evaluation and implementation of discipline and conflict resolution procedures when necessary; coordinate the development and training of program staff related to Emergency Medical Services.

Develop and coordinate the implementation of Emergency Medical Services (EMS) oversight including monitoring of ambulance franchisee compliance and overall EMS system performance.

Assure staff support to the EMS Advisory Committee including the preparation of analytical reports based on data from multiple EMS entities.

Prepare annual program budget requests and justification; administer finalized budget by monitoring expenditures against budget allocations including approval of purchase requisitions; assist with program reviews and financial audits by explaining expenditures and providing other information requested by the auditors.

Collaborate with EMS providers working for Washoe County as well as the Cities of Reno and Sparks to identify and resolve problems with service coordination and to formulate recommendations for enhanced efficiency of service delivery.

Coordinate and manage projects, assignments and activities; collect, compile, analyze and monitor progress; present findings to management, identify alternatives and make recommendations.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner, which does not expose them or others to unnecessary harm or risk of on-the-job injury.
JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:
Principles and practices of emergency medical services.
Principles and practices of management, training and supervision.
Principles and practices of program evaluation and/or franchise management.
State and local legislation/regulations relating to emergency medical services.
Research techniques, data collection, analysis and report preparation.
Budget techniques, fiscal controls and accounting procedures.

Ability to:
Plan, direct and manage the operations and services of program functions to accomplish established goals and optimize efficiency.
Read, interpret and apply laws, statutes, codes, regulations, policies, contracts and legal documents pertaining to emergency medical services and franchise operations.
Collaborate with community and other private and public agencies to accomplish program goals.
Develop effective work teams and motivate individuals to meet goals and objectives and provide customer service in the most cost effective and efficient manner.
Analyze information/situations, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations.
Evaluate programs to determine their effectiveness in meeting goals and objectives and develop and implement program modifications.
Write narrative reports, correspondence and grant applications.
Communicate clearly and concisely, orally and in writing, tailoring the message to the intended audience.
Operate a personal computer and a variety of software packages.
Identify work methods and procedures that promote a safe working environment and ensure proper staff training in workplace safety.
Represent the Department and maintain effective working relationships with clients, public officials, community representatives, government agencies, private companies, division staff and representatives of other departments.

SPECIAL REQUIREMENTS
Essential duties require the following physical skills and work environment.

Ability to work in a standard office or clinic environment. Ability to sit, stand, walk, drive, climb stairs and twist the upper body. Ability to lift and move objects weighing up to 30 lbs. Ability to use modern office equipment including computers, copiers, printers, telephone and FAX machine. Possible exposure to a variety of environments, temperatures and weather conditions in cases of a public health emergency.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.