YORK REGIONAL EMERGENCY MEDICAL SERVICES INC.

Position: EMS Manager (Chief)
Reports To: President of the Board of Directors
Employees Supervised: Shift Supervisor, PHRN, Paramedic, EMT, Emergency Responder, BLS/ALS Students, Book-Keeper, Public Works Official, Administrative Assistant, and Observers
FLSA: Exempt
Created: November 2, 2003
Revised: January 1, 2014

General Duties and Responsibilities:

The EMS Manager serves as the chief operating officer of the organization, with responsibility for the financial and operational performance of the organization, leadership, direction of its growth, and oversight of its entire operations.

To serve as EMS Manager, directing and supervising York Regional EMS career and volunteer staff including, but not limited to:

- Providing leadership and focus to staff and leading the management team.
- Developing a strong, mutually respectful, collaborative relationship with the Board of Directors and Shift Supervisors which builds upon clarity of roles and responsibilities.
- Overseeing the development of the organization in accordance with Board direction and strategic plans.
- Overseeing the financial affairs of the organization to achieve long term viability, cost management, program development, and quality service.
- Reviewing the organization's pricing structures and implementing changes as needed.
- Overseeing and implementing management and clinical information systems that assist in delivering quality services, monitoring performance and integrating service components.
- Monitoring performance improvement programs that ensure the highest quality of service and customer satisfaction.
- Participating in the development and review of strategic plans and developing and implementing tactical plans to achieve business objectives.
- Participating in developing an organizational culture which reflects the value of volunteer and career staff and contributes to the overall effectiveness and efficiency of the organization.
- Developing a highly competent staff, taking steps necessary to recruit, retain and replace staff.
- Ensuring effective communications with all of the organizations constitutes.
- Promoting problem solving, integrity and a strong work ethic.

- Overseeing the following operational areas, including, but not limited to:

  - Equipment
  - Vehicles
  - Facilities
  - Supplies
  - Logistics/Planning
  - Staffing
  - Quality Assurance
  - Risk Management
  - Inter-Agency Relations
  - Emergency Scene Command and Control

- Supervising all personnel matters, including, but not limited to:

  - Employee Benefits
  - Assignment of Responsibilities
  - Training
  - Performance Review
  - Disciplinary Action
  - Changes in compensation
  - Changes in employee status

- Overseeing the scheduling of personnel, including the approval of operational status.
- Implementing training programs for new personnel, addressing remediation needs, and assuring continuing education for all staff.
- Investigating complaints and taking appropriate corrective action.
- Preparing a capital and operating budget for approval by the Board of Directors.
- Functioning as a field ALS provider, as needed, without interfering with administrative duties.
- Directing, or assisting with, public relations activities, preparing annual reports, attending conferences/meetings, and speaking on behalf of York Regional EMS to the public.
- Dressing in a neat and professional manner, appropriate for his/her daily work activities, to project a professional image to the public and colleagues.
- Completing assigned duties and responsibilities in a timely fashion, requiring minimal follow-up.
- Discharging duties with the highest degree of responsibility and professionalism.
- Operating company vehicles in accordance with the Pennsylvania Motor Vehicle Code.
- Ensuring accurate completion of required documentation and coordinating with the third-party billing company.
- Ensuring operations are in compliance with current Department of Health requirements and coordinating timely re-licensure of the EMS Agency.
- Creating and submitting periodic statistical reports.
- Enhancing and maintaining www.yorkregionalems.org

- Completing and submitting incident reports and related documentation as required by policies.
- Performing other duties assigned by the President of the Board of Directors of York Regional EMS.

Other Essential Abilities:

- Ability to balance strategy development and day-to-day operational oversight.
- Strong financial planning and management skills.
- Communication skills which convey openness, directness, and honesty in groups and individual situations.
- Demonstrates the ability to motivate and inspire staff to successfully execute the mission of York Regional EMS.
- Ability to assess organizational structure, positions, responsibilities and individual performance in order to build the most effective team.
- Excellent analytical ability, problem solving, negotiating and collaboration skills.
- Ability to operate office equipment proficiently.

Interpersonal Relations:

The EMS Manager must be optimistic and be able to communicate effectively and courteously with all levels of personnel and the general public. The incumbent shall:

- Be an individual of unquestioned professional and personal integrity
- Have a strong personal commitment to getting the job done and succeeding.
- Be an individual who possesses the emotional intelligence and skills required to earn the confidence and trust of the Board of Directors, staff, physicians, allied agencies and the community at large.
- Have a defined management philosophy and style, which is open and visible.
- Have the drive and energy required for leading the organization through change and growth.
- Be a confident manager who is goal oriented, has a strong work ethic, assumes personal responsibility and displays leadership.
- Possess the ability to assess situations quickly, understand the ramifications of decisions and take appropriate action.
- Demonstrate sensitivity in situations that require diplomacy and restraint.

Desired Experience:

- Thorough understanding of emergency medical services, healthcare delivery systems, and healthcare financing.
- Understands healthcare trends and initiatives related to delivery, quality, payment and accountability.
- A keen understanding of how to work effectively with pre-hospital care practitioners. This includes insight into staff issues and challenges in a constantly evolving mobile healthcare environment.
- Knowledge of managed care and its impact on revenue, market share and pricing structures.
- Experience with monitoring response times and customer satisfaction.
- Familiarity with municipal or healthcare contracts.
- Management of development and growth in the non-profit sector.
- Experience in a multi-site EMS delivery system where responsive service and customer satisfaction has been effectively managed.
- Demonstrated experience with strategy development and operational execution.
- Experience with preparing grants offered at the local, state and federal level.

Physical Requirements: Position requires the incumbent to lift and carry at least 100 lbs., stand, walk, bend, twist, sit, kneel, push, pull, climb, balance, reach, and grasp. The position also involves exposure to inclement weather, dust, smoke, fire, HIV, HBV, and other communicable diseases. The incumbent shall possess sufficient respiratory function to use an N-95 respirator, powered air purifying respirator (PAPR) and self-contained breathing apparatus (SCBA).

Professional Requirements: The incumbent shall possess a Bachelor's Degree in Emergency Medical Services or a related field, or have completed at least 120 college credits, or have at least five years of verifiable EMS management experience, or have acceptable related equivalent experience and qualifications. Possess a minimum of five years of verifiable full-time emergency advanced life support EMS experience. Maintains current Pennsylvania Paramedic or PHRN certification, Red Cross or Heart Association CPR for Healthcare Providers, ACLS, PALS, annual Haz-Mat Operations, NIMS IS-100/700 and EVOC/EVDT. Has completed ITLS/PHTLS for the advanced provider at least once. The incumbent must hold an unexpired Pennsylvania class C drivers' license (or equivalent) and be at least 21 years of age. The incumbent must also complete 18 hours of state approved continuing education (9 hours of which fall into the medical/trauma category) annually to be eligible for medical command authorization. The incumbent shall never have been barred from participating in any state or federal health insurance programs.

DISCLAIMER

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this position. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this position. Management has the sole discretion to add or modify the duties of the position and to designate other functions as essential at any time. This position description is not an employment agreement or contract.

ACKNOWLEDGMENT

I, _____, have read this position description in its entirety and I fully understand the expectations, requirements and hazards associated with this position. I understand that the job description and duties are subject to change at the discretion of the Company. I also understand that if employed by the Company, I am employed as an at-will employee and that the Company or I may terminate the employment relationship at any time, without notice, for any lawful reason.

_____ _____

Signature of Incumbent Date