YORK REGIONAL EMERGENCY MEDICAL SERVICES INC.

Position: Shift Supervisor
Reports To: EMS Chief
Employees Supervised/Directed: PHRN, Paramedic, EMT, Attendant, Driver, Student and Observer
FLSA: Non-Exempt
Created: April 1, 2012
Revised: September 1, 2012

General Duties and Responsibilities:

The incumbent must possess and apply knowledge and skills necessary to perform operational and supervisory duties for an emergency medical services agency that provides emergency medical care to the sick and injured, including:

- Assisting the EMS Chief with managing daily EMS operations, understands and monitors compliance with the General Operating Guidelines (GOGLs), Personnel Manual and Directives of the company
- Assisting the EMS Chief with investigations related to damaged equipment and vehicles, accidents, injuries and customer complaints
- Providing corrective counseling to staff, in the absence of the EMS Chief, regarding job performance and, if necessary, issues written records of verbal or written warnings. All disciplinary action issued by a shift supervisor will be reviewed by the EMS Chief as soon as possible.
- Reporting infractions that may require suspension or termination to the EMS Chief, in writing, as soon as possible
- Assisting the EMS Chief, upon request, in disciplinary action that may include the suspension and termination of employees
- Overseeing, and participating in, the daily cleaning of the station and the vehicles
- Handling unanticipated staff scheduling issues
- Arranging for urgent and emergent fleet maintenance
- Ensuring a full crew is available for 911 calls when a person cannot or does not report for duty
- Assisting the EMS Chief in ensuring that the company is maintaining quality assurance standards
- Assisting with daily billing activities as needed
- Receiving and coordinating NICU emergency transports
- Participating in prospective employee interviews and providing feedback to the EMS Chief
- Assisting the EMS Chief with annual staff evaluations by providing input on employee performance
- Acting as a liaison between staff and the EMS Chief when the EMS Chief is not immediately available

- Assisting the EMS Chief with external complaints Facilitates the transfer of mutual-aid EMS agencies during high call volume periods and large scale incidents

Because the incumbent is overseeing and evaluating emergency medical technicians and paramedics, the incumbent must also possess and apply knowledge and skills necessary to perform the duties of a paramedic or PHRN by being able to:

- Respond to alarms and emergency calls calmly, efficiently and promptly
- Maintain order at scenes, including crowd dispersion and control
- Maintain vehicles and equipment
- Administer basic and advanced life support to patients at the scene, en route to the hospital, and in a pre-hospital setting, in accordance with federal, state, and local laws and company guidelines, regulations, and standards
- Assess the nature and extent of injury or illness to establish and prioritize medical procedures to be initiated
- Perform triage and incident management at multi-patient emergencies
- Assist in the rescue and extrication of victims of accidents, sudden illness or entrapment
- Communicate with medical personnel and treatment facilities to obtain instructions regarding further treatment and/or to arrange reception of patients to the appropriate center
- Complete patient care reports, insurance forms, refusal forms, and student evaluation forms in a competent manner within 24-hours of incident completion

The incumbent must also:

- Function as team leader and provide necessary guidance to ensure system readiness and adherence to quality assurance standards
- Be flexible, as emergency medical services operate on a 24-hour a day basis; the incumbent's assigned work schedule may vary and the incumbent should be available to respond immediately for a call during the assigned work period, and the start and shift times may vary due to the nature of the EMS industry
- 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, protocols, equipment functions and uses
- Assure that all certifications, licenses and registrations for all people the incumbent supervises are up to date
- Check, restock, inventory and clean any vehicles operated by the company
- Perform any other duty related to the company, as designated by the EMS Chief

Physical Requirements: Position requires 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, HIV, HBV, and other communicable diseases.

Mental Requirements:

- Handle a significant 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
- Effectively and efficiently manage the people and affairs of an emergency medical services organization
- 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 minimum of supervision for assigned tasks
- Exercise sound independent judgment within general policy and procedural guidelines
- Anticipate and identify problems and take the initiative to prevent or correct them
- Establish and maintain effective working relationships with all levels of personnel within the medical community, the company, outside agencies, patients, and members of the community
- Understand and follow federal, state and local laws, and company policies, procedures, and rules
- Establish and maintain effective working relationships with others
- Accurately communicate ideas orally and in writing in English

Professional Requirements: The incumbent shall possess an Associate's Degree in Emergency Medical Services or a related field, or have completed at least 60 college credits, or have at least four years of verifiable EMS supervisory 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, has completed advanced provider ITLS or PHTLS at least once (required within one year of employment date), ACLS, PALS, annual Haz-Mat Awareness, NIMS IS-100/700 and EVOC. The incumbent must hold an unexpired Pennsylvania class C drivers' license (or equivalent), possess a high-school diploma or GED, 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.

DISCLAIMER

This 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