

NEW CASTLE COUNTY GOVERNMENT

Number 1000

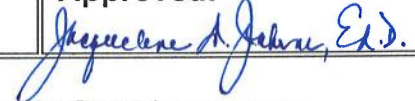
CLASS SPECIFICATION

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Date 2/26/2020

Title: CHIEF OF EMERGENCY MEDICAL SERVICES

Approved:



GENERAL STATEMENT OF DUTIES: Directs and manages the overall activities of the County's emergency medical services and paramedic service activities to ensure quality service in all areas to the citizens of New Castle County; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs highly responsible managerial work in establishing, directing, coordinating, and maintaining all emergency medical services activities for the County, including a highly sophisticated, multi-jurisdictional, County-wide paramedic service. The work is at a senior managerial level and involves a variety of functions related to planning, directing, administering, and coordinating the overall activities of the County's emergency medical services in accordance with accepted principles and emergency medical services regulations and standards for clinical practice. This employee participates in cooperative planning and coordination with other agencies, including the Delaware Office of Emergency Medical Services, the Volunteer Fire Service, the Delaware EMS Oversight Council, the state Board of Medical Practice, area hospitals, and numerous other public safety agencies in a comprehensive emergency medical services program. This employee exercises independent judgement and initiative in directing operations and administrative functions and making decisions affecting the delivery of paramedic services. This employee works under the general supervision of the Director of Public Safety or Chief Administrative Officer when the Director of Public Safety position is vacant), and may act on behalf of the Director of Public Safety in his or her absence.

EXAMPLES OF WORK: (Illustrative only)

- Executes orders and directives of their direct supervisor;
- Responsible for the maintenance of strict fiscal integrity of the emergency medical services activities;
- Oversees the preparation, coordination, monitoring and controlling of all aspects of the operating and capital budgets and maintains related records;
- Oversees the preparation, coordination, monitoring and controlling all aspects of the Statewide Paramedic Program agreement relating to contractual reimbursement, including the submission of quarterly billing statements and required documentation;
- Oversees the monitoring of the required certification status of personnel to ensure compliance with State Board of Medical Practice regulations;
- Oversees the development of long and short-term goals and objectives for the Emergency Medical Services Division;
- Manages the delivery of basic and advanced life support services in accordance with the laws of the State of Delaware, regulations of the State Division of Public Health, and in compliance with the appropriate clinical standards;
- Attends meetings and presents information to community groups;
- Maintains liaison with external public safety and emergency services agencies;
- Ensures effective communication with other components of the Department of Public Safety;
- Assigns work, manages and supervises staff;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality service, to include oversight of an EMS quality improvement program;
- Reviews and approves activity reports and forwards such reports to the Director of Public Safety for concurrence or with recommendations for further action;

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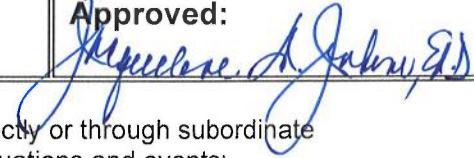
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Date 02/26/2020

CLASS SPECIFICATION

Title: CHIEF OF EMERGENCY MEDICAL SERVICES

Approved:



- May take command of emergency medical services staff and units, directly or through subordinate personnel during major emergency incidents and special or unusual situations and events;
- Responds to inquiries from other agencies and individuals;
- Impartially enforces the rules of conduct governing members of the department and takes necessary disciplinary action as authorized, warranted, and approved;
- Directs the investigation of all complaints and submits for review all complaints of a serious nature to the Director of Public Safety and Chief Administrative Officer;
- Performs related duties to assist their direct supervisor as required, to include fulfilling the duties as the acting Director of Public Safety in his or her absence, as designated;
- Operates a personal computer, mobile data terminal and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Comprehensive knowledge of modern principles, methods, practices, and procedures of management and of emergency medical services; good knowledge of budgetary planning and management; ability to manage a diverse staff in a variety of emergency services functions; thorough knowledge of the principles, methods, and procedures of public administration; thorough knowledge of municipal, State, and federal laws, rules, and regulations governing emergency medical services in New Castle County and the State of Delaware; thorough knowledge of departmental rules and regulations; ability to plan, assign, direct, and review the work of subordinates; ability to command the operation of multiple emergency services activities and personnel under emergency conditions; ability to establish and maintain effective working relationships with associates, cooperating agencies, government officials, and the general public; ability to communicate courteously and effectively, both verbally and in writing; ability to make effective presentations before groups; sound judgement; integrity; ability to promote legal, professional and ethical values, while maintaining an effective and motivated emergency medical service that has the public trust and respect; and tact.

ACCEPTABLE EXPERIENCE AND TRAINING: At least ten (10) years progressively responsible experience as a certified paramedic and at least five (5) years of combined experience as Sergeant, Lieutenant or above. Must be currently serving as a Lieutenant or above for a minimum of one (1) year after the successful completion of the six (6) month probationary period. Must have a Bachelor's Degree from an accredited college or university with major course work in business administration, public administration, or related field with current national board certification at the paramedic level with the National Registry of Emergency Medical Technicians.

ADDITIONAL REQUIREMENTS: Possession of a valid Delaware Class D driver's license or its equivalent and completion of an Emergency Vehicle Operator's Course and ability to pass a Class III County physical examination.

PREFERRED EXPERIENCE OR TRAINING: Senior executive training, such as the National Fire Academy EMS Management Program, with policy development experience for a multi-jurisdictional emergency medical services paramedic-level agency.

HISTORY OF REVISIONS:

- Established: 11/01/1997
- Revised: 01/01/2002
- Revised: 01/01/2004
- Revised: 04/18/2006
- Revised: 02/26/2020