

**CLASS SPECIFICATION  
EMS Program Manager**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general direction, develops and implements the Fire Bureau's Occupational Infectious Disease Program, Occupational Health and Wellness-Fitness Program and related programs and activities; develops policies and procedures; coordinates occupational exposure healthcare with providers; administers the Emergency Medical Services Continuous Quality Improvement (CQI) Program and conducts analyses of clinical performance provided by bureau Emergency Medical Technicians; provides immunization and testing services; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This single incumbent class is responsible for developing and administering multiple Fire Bureau occupational health, infectious disease and emergency medical services quality improvement programs, including conducting research, providing education, developing and writing policies and procedures and reviewing programs for efficiency and effectiveness.

EMS Program Manager is distinguished from other professional Risk Management classes by the incumbent's specialization in developing and implementing bureau-wide occupational health, infectious disease and quality improvement programs.

EMS Program Manager is further distinguished from Occupational Health Nurse in that an incumbent in the former class is responsible for managing diverse occupational health and wellness programs for a major bureau and for administering quality improvement programs for the bureau's emergency medical services.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Develops, implements and administers the Fire Bureau's Occupational Infectious Disease Program; reviews, updates and maintains the Exposure Control Plan through annual review in accordance with Centers for Disease Control (CDC) and Occupational Health and Safety Administration (OSHA) standards; establishes and maintains policies and procedures in accordance with Physician Standing Orders for bloodborne/airborne pathogen education, immunization and testing administration and occupational exposure management; assists in the development and management of the program budget.

2. Develops, manages, implements and administers the Emergency Medical Services Continuous Quality Improvement (CQI) Program; works collaboratively with Multnomah County CQI and other agencies and serves as an expert program resource; chairs the Fire Bureau's CQI Committee; collects and compiles bureau EMT clinical performance data; develops benchmarks; evaluates patient outcomes and makes recommendations to bureau management on procedure and protocol modifications; reviews pre-hospital care reports to ensure accurate documentation and use of protocols and provides feedback to employees on patient care and protocol compliance; makes recommendations to bureau management on bureau EMS training and education; provides leadership and works with program staff to develop and retain high performance, service-oriented work environment that supports the City's and bureau's mission, objectives and service expectations.
3. Develops, implements and administers the Fire Bureau's Health and Wellness-Fitness Program, including preparing individualized fitness programs and providing rehabilitation, behavioral health services, data collection, medical and fitness protocols and physicals; administers immunizations and draws blood samples for further testing; researches epidemiological trends and recommends actions to reduce employee injury and exposure; with the Bureau of Risk Management, coordinates annual OSHA mandated hearing evaluations for all sworn employees and other selected personnel.
4. Serves as an expert program resource while developing, implementing and recommending associated program policies and operating and administrative procedures; identifies public and private resources to support program objectives; supervises the development of proposal funding applications; supervises and participates in drafting requests for proposal, including defining scope of work; evaluates proposals and selects successful bidders; administers contracts for services and monitors work to ensure contract requirements are met..
5. Provides post-exposure management of exposures to communicable diseases or hazardous materials for bureau employees; evaluates, provides treatment and/or refers employees who have been exposed; recommends treatment for employees infected with communicable diseases; coordinates employee occupational exposure healthcare with healthcare institutions and providers; develops and implements communicable disease prevention strategies in conjunction with post-exposure programs and processes; evaluates the effectiveness of program activities and makes or recommends program modifications; monitors conformance with program budget; prepares narrative and statistical program performance reports and recommendations; coordinates and integrates program services and activities with other bureaus and City offices.
6. Administers and manages bureau Hepatitis A and B vaccination programs and Hepatitis C and TB testing programs; administers and manages various other immunization and testing programs as needed.
7. Implements mandated OSHA Bloodborne Pathogen and TB Standards; provides mandated annual OSHA Bloodborne and/or Airborne education and training to identified employees; provides immunization and testing for bloodborne and airborne pathogens to identified employees; maintains a confidential database of immunization/testing, blood tests and exposure testing of employees; ensures program compliance and serves as an expert resource by performing legislative and policy analyses of

complex issues with potentially significant impact on assigned program operations and/or funding; formulates approaches and courses of action to address issues identified.

8. Manages, implements and administers the Respirator Medical Exam Program in accordance with state occupational health and safety regulations; evaluates and provides recommendations on an employee's ability to wear a respirator; ensures follow-up medical examinations are conducted as required; maintains records in accordance with state and OSHA regulations; monitors compliance against program budget, administers contracts for service and monitors work to ensure contract requirements are met..
9. Provides advice and counsel to employees and management on occupational exposures, infectious and communicable diseases, health and wellness and other health-related issues.

#### **OTHER DUTIES**

1. Participates and represents the bureau on County CQI and State Area Trauma Advisory Board committees.
2. Supervises and participates in the development of applications for grant funding; manages and monitors program/contract compliance of grantee agencies.

#### **MINIMUM QUALIFICATIONS**

##### **Knowledge of:**

1. Federal standards, mandates and regulations applicable to bloodborne and airborne pathogens, infectious diseases, employee respirator use and the provision of emergency medical services.
2. Methods, policies and procedures of post-exposure case management.
3. Federal standards and regulations for occupational exposure testing, immunization, education and exposure management.
4. Medical research and analysis techniques.
5. Principles, practices and methods of program, administrative and organizational analysis.
6. Principles, practices, tools and techniques of program/project planning and management, including budget development and management.
7. Principles and practices of public outreach and involvement, including marketing principles and practices.
8. Principles, practices and techniques of group process facilitation and conflict resolution.

9. Principles and practices of sound business communication.
10. Principles and practices of public administration, including purchasing, contracting, reporting and maintenance of confidential employee records.
11. Principles and practices of effective management and supervision.
12. City human resources policies and labor contract provisions.

**Ability to:**

1. Evaluate existing occupational disease and exposure programs and practices and the delivery of emergency services and make sound recommendations for improvement.
2. Perform vaccinations, immunizations, medical tests and phlebotomy.
3. Understand, explain, interpret and apply complex federal requirements and regulations relating to bloodborne and airborne pathogen, infectious disease exposure management, employee respirator use and the provision of emergency medical services.
4. Plan, organize, manage and direct a variety of complex program functions and activities to achieve program goals and objectives.
5. Coordinate program activities with multiple stakeholders and facilitate development of partnerships and multi-agency agreements.
6. Counsel employees on highly confidential and sensitive issues.
7. Respond to emergency medical situations on an on-call basis.
8. Exercise sound independent judgement within policy guidelines.
9. Communicate effectively, orally and in writing.
10. Prepare clear and concise analytical reports and other materials.
11. Collect, evaluate and interpret appropriate and applicable statistical or narrative data.
12. Operate a computer and use standard word processing software.
13. Use problem-solving and conflict resolution skills in sensitive situations.
14. Establish effective working relationships with bureau managers, employees, other government agency officials, healthcare agencies and providers and others encountered in the course of work.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in nursing; and at least five years of progressively responsible experience in developing and administering occupational health, disease and exposure programs; or an equivalent combination of training and experience. Experience in a public agency is preferred.

**Licenses; Certificates; Special Requirements:**

A valid Oregon Registered Nurse's license.

A valid state driver's license.

**PHYSICAL AND MENTAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

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**Class History:**

Adopted: 07-01-02

Revised:

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

970 PROGRAM MANAGER II. Adopted: 07-01-92

June 2009 - Change Job Class number from 7197 to 30000489, due to system change.