

EMERGENCY MEDICAL SERVICES (EMS) COORDINATOR

FLSA Status: Covered

Union Representation: Portland Fire Fighters Association (PFFA)

Class Summary:

This is supervisory emergency medical services work. The employee occupying a position of this class is responsible for supervising the work of a group of support staff and for providing staff assistance to the Deputy Chief of Emergency Medical Services. Recurring duties are carried out with relative independence, with a supervisor available to explain new or revised methods or requirements and to resolve unusual problems. Work is reviewed for compliance within established policies and standards and evaluated on the basis of reports and observation of results obtained. At times, work will entail coordinating efforts with other fire divisions, with state and federal agencies, and the medical community. Responsibilities include reviewing reports, training personnel, and conferring with a supervisor on progress of exposure investigation, citizen complaints and status of special projects.

Examples of Work:

Supervises assigned EMS/Lt. Shift Supervisor and support staff, including determining work needs, setting priorities, assigning work, scheduling and conducting staff meetings, responding to employee questions and concerns, assessing resources of section and capability levels of staff, and conducting performance evaluations.

Coordinates work of section with other sections and agencies, including Police, City, County and State Emergency Medical Services, local hospitals, ambulance companies, and the medical community.

Reviews reports concerning medical exposures (e.g., hepatitis and AIDS), addresses problem areas, provides support and counseling and serves as primary resource person to assigned staff and members of bureau as it relates to medical incidents.

Analyzes training needs of the bureau and individuals in complex areas of medical training; researches and evaluates type and quality of training available on local, regional, and national levels.

Makes recommendations about programs; arranges for special training sessions, seminars and classes to upgrade skills and keep the Portland Fire Bureau current on new developments in the medical field as it relates to prehospital care; and trains members, especially in technically complex areas.

Maintains or directs maintenance of a comprehensive record system relative to all medical responses, all medical exposures of members, and maintenance of medical equipment; ensures that an up-to-date personnel training and record system is maintained on all members.

Examples of Work: (continued)

Conducts or coordinates seminars for non-section personnel (fire fighter trainees, police officers, insurance investigators, School District personnel, Park Bureau employees, citizens) as needed in specialized areas such as cardiopulmonary resuscitation instructor training, disease control, etc.

Conducts research in specialized areas such as pre-hospital care delivery, disease control, EMS management areas.

Investigates and makes reports on special projects as assigned by upper level management.

Formulates recommendations for review by Deputy Chief of Emergency Medical Services office that may affect staffing levels, budget, policies, procedures and planning.

Serves in support role to upper management as assigned; may include representing the Fire Bureau on committees, regulatory and advisory agencies.

May be assigned the responsibility for activities or programs such as official Fire Bureau media representative, closed circuit TV shows, hosting out-of-city representatives attending conferences in Portland as it pertains to the medical aspects of the Fire Bureau.

Prepares responses for upper Fire Bureau managers to public inquiries, typically in form of letters and reports; responds personally on behalf of Fire Bureau to citizen concerns, typically telephone calls, letters from insurance companies, police investigators, and the medical community.

Serves as official media representative of the Fire Bureau; provides news releases and serves as designated contact person with media as it relates to Fire Bureau Emergency Medical Service.

Verifies information before release, decides what information is appropriate to release and what should be withheld, due to medical/legal implications.

Conducts informational classes at schools and before groups on Fire Service Emergency Medical Services, previews films and selects appropriate audio visual materials for bureau training internally and to the general public.

Knowledge, Skills and Abilities: (At time of appointment)

Knowledge of current literature, trends and developments in the field of Emergency Medical Service, including protocols, laws and legal interpretations.

Knowledge of paramedic level skills and scope of practice for EMT's through State Standards.

Knowledge of current fire fighting procedures and techniques.

Knowledge of fire chemistry and fire behavior.

Knowledge of hazardous materials - their characteristics and methods of minimizing exposures or medical treatment protocols for exposure.

Knowledge of modern principles of management and supervision applicable to public jurisdictions.

Knowledge of medical legal issues, medical terminology and basic epidemiology.

Knowledge of laws regarding medical care levels and confidentiality of patient rights.

Skill in conducting medical exposure investigation in a detailed and efficient manner.

Skill in reading, understanding and interpreting written material including codes, regulations, complex technical reports, medical reports and manufacturer's information.

- Skill in the preparation of written reports and correspondence.
- Skill in filling out forms and preparing technical material with accuracy and speed.
- Skill in supervising the work of subordinates including conducting performance evaluations.
- Skill in assessing training needs of bureau personnel and in providing the necessary training of Emergency Medical Service related subjects.
- Skill in effective oral communication under varying conditions.
- Skill in dealing tactfully with the public and maintaining composure in stressful situations.
- Skill in establishing and maintaining effective, courteous, and tactful working relationships with superiors, subordinates, other City employees, and the general public.

Special Requirements:

- Valid State driver's license.
- EMT Paramedic certification or possess qualifications to acquire a Paramedic Certification by date of appointment.

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Class History:

- Adopted: 10-30-87
- Revised: 08-26-98 Minor changes were made to the class spec. Emergency Support Services changed to Emergency Medical Services and EMT IV Certification changed to EMT Paramedic Certification.
- Revised: 03-29-02 Changed JCN.
- June 2009 - Change Job Class number from 5249 to 30000820, due to system change.