

FIRE DEPARTMENT SANTA CLARA COUNTY

EMS PROGRAM NURSE MANAGER

DEFINITION

Under general direction, the Emergency Medical Services (EMS) Program Nurse Manager plans, organizes, directs, and manages the functions, activities, and personnel of the Department's EMS program with the objective of continual improvement of delivery of the EMS services to the community. This classification is responsible for evaluating EMS delivery improvement through medical quality assurance and quality improvement (QA/QI) through data analysis to identify trends in the community and trends in service delivery. The position functions as the Department's Infection Control Officer and will participate in various County-wide EMS committees and work collaboratively with the agency partners throughout the County.

The EMS Program Nurse Manager reports to the Deputy Chief of Operations or their designee and supports the Deputy Chief in accomplishing established overall organizational goals through program management, provider and system evaluation, and quality assurance. The incumbent will also serve as a liaison between the Department, Santa Clara County Office of Emergency Medical Services, County ambulance provider, hospitals, and other outside agencies.

This classification is a Fair Labor Standards Act exempt, unrepresented position in the Classified Service.

EXAMPLES OF DUTIES

Depending upon assignment, duties may include but are not limited to the following:

- Manage day-to-day operations of the Department's EMS program and determine objectives consistent with established goals.
- Develop strategies, policies, plans, and procedures to achieve identified Department objectives and priorities.
- Responsible for collaborative analysis of EMS data with the medical advisory group in analyzing patient care data.
- Responsible for planning, designing, implementing, and administering EMS programs such as Advanced Life Support (ALS), Basic Life Support (BLS), Continuous Quality Improvement (CQI), immunizations, and local and state certification and recertification of both EMS instructors and providers.
- Evaluate EMS data, identifying methods of providing effective emergency medical care, identifying methods to correct complex medical issues and patient care delivery situations, and designing quality assurance programs to measure program outcome and effectiveness.
- Conduct research and analysis of current and future EMS issues and trends to ensure quality medical services and make recommendations.
- Communicate with field personnel about issues or concerns relating to patient care.

EXAMPLES OF DUTIES (continued)

- Develop reports, policies, procedures and forms consistent with local and state regulatory requirements.
- Participate in direct field observation of emergency incidents with Department personnel, including emergency dispatch.
- Coordinates and oversees the department's Controlled Substance Program including the security of controlled substances, reporting to regulatory agencies, providing required documentation, and coordination of restock of controlled substances within the Department.
- Develop lesson plans and teaching materials; conduct training activities and classroom instructional sessions as required; and conduct multiple repetitive EMS courses during a training cycle.
- Represent the Department before local, state, and federal regulatory, advisory, and governing bodies with respect to EMS issues and ensure preparation of required periodic reports.
- Administer the Department's vaccination program when warranted.
- Coordinate and oversee the Department's Public Access Defibrillator Program and Stop the Bleed Program.
- Serve as an Infection Control Officer for firefighter pre-hospital communicable disease exposures.
- Assume role of On-call Designated Infection Control Officer.
- Serve as EMS point of contact for government officials and organizations, non-government and community-based organizations, city, county, and private industry partners and other stakeholders.
- Conduct, facilitate, and attend informational seminars, conferences, presentations and public and professional meetings regarding governmental policies and procedures related to EMS.
- Supervise professional, technical, and administrative support personnel, and ensure their training and development. This may include Fire Captains and Firefighters assigned to the Operations Division on Special Assignment.
- Conduct patient care analysis using the Department Patient Care Records Management System.
- Ensure the Department's EMS program is in compliance with Santa Clara County EMS Agency policies and state EMS statutes and regulations.
- Ensure that paramedics and emergency medical technicians are maintaining certifications, licenses, and accreditations, and are performing required patient care benchmark skills.
- Coordinate investigations of EMS related complaints and unusual occurrences; audits patient care records and reviews ePCR field data for accuracy, completeness, and compliance with established standards and protocols, and provide quality improvement oversight as needed.

EXAMPLES OF DUTIES (continued)

- Administer specified training programs for new paramedics as it relates to County accreditation.
- Manage the Field Training Officer (FTO) and Field Training Paramedic (FTP) programs.
- Develop, revise, implement and oversee the PIP (personal improvement plan) for employees; assist with remediation, education, and counseling as needed.
- Work irregular or protracted hours as needed.
- Coordinate medical supply restocking.
- Perform other related duties as required.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of training and/or education equivalent to graduation from an accredited college or university with an associate's degree from an accredited institution in nursing, education, fire science, emergency medical services, or related field.

A minimum of five (5) years experience in a full-time position in the medical profession as a registered nurse (RN) or an emergency medicine practitioner.

Highly Desirable: EMS-related instructor experience and/or credentials; MICN, BSN.

Knowledge Of:

- Local, state, and federal laws, regulations and ordinances related to EMS including Cal/OSHA requirements for blood borne pathogens and Designated Infection Control Officer.
- Principles and practices of EMS administration, program development and evaluation, and all aspects of EMS administration including appropriate methods, procedures and technical expertise.
- Basic and advanced life support, including advanced life support, pediatric life support, etc. procedures, equipment and pharmaceutical supplies.
- Infection control principles and procedures related to safety personnel
- Understanding of coordination with hospitals and personnel on personnel air or bloodborne exposures.
- Principles and practices of management necessary to plan, organize, direct, manage and evaluate the staff and functions of an EMS operation.
- Principles and practices of supervision, personnel management, employee relations, modern information systems applications and organizational development.
- Principles and practices of training and education, adult education, fire-based EMS programs, training methodologies and techniques.

Knowledge Of: (continued)

- Technology, trends and techniques in the areas of EMS.
- Principles and practices of emergency medicine, emergency medical services and pre-hospital care system, and methods of delivery.
- Principles of budgeting, purchasing, and records management.
- Planning, development and implementation of comprehensive and effective paramedic and EMT training programs.
- Legal and ethical guidelines related to the practice and administration of EMS programs.
- Microsoft Word, Excel, and PowerPoint.

Ability To:

- Plan, organize, manage, and evaluate the staff and functions of an EMS operation.
- Facilitate the coordination of all levels of personnel and aspects of EMS in an actual emergency or disaster situation, or in a training situation.
- Determine and make recommendations for EMS program objectives and priorities to achieve those objectives.
- Keep accurate records. Analyze and evaluate statistical data and reports related to EMS, and prepare periodic reports required by county, state, and federal agencies.
- Interpret, apply, and explain county policies and state and federal legislation related to EMS.
- Effectively manage, coordinate, train, develop, and motivate staff.
- Keep informed of new technology, trends, and techniques in the areas of EMS.
- Communicate effectively both verbally and in writing. Use a variety of communication methods to negotiate and gain acceptance, cooperation and agreement of plans, activities and programs.
- Establish and maintain effective public relations.
- Evaluate paramedic and EMT effectiveness in assessing and treating patients.
- Prepare concise narrative and statistical reports using word processing, database and spreadsheet technologies.
- Design performance measurement instruments and mechanisms.
- Work effectively and calmly in stressful situations.
- Recommend and coordinate budget requests.
- Establish and maintain cooperative working relationships with those contacted in the course of the work.
- Make sound decisions; use good judgment.

Ability To: (continued)

- Plan, organize, and prioritize work.
- Represent the Department at meetings with local, state, and regional stakeholders.

Working Conditions/Physical Demands: Requires sitting and standing for extended periods of time, primarily in an office environment; finger dexterity and the ability to grasp objects with the fingers and palm; climb, stoop, crawl, kneel, crouch, push, pull, reach, and stand; lift up to 25 pounds.

Assignment may include serving as part of an emergency operations management team which may require working outside normal business hours including periods of extended duration, nights and weekends and/or traveling and representing the county and the Department at state and federal emergency medical service meetings or related events.

Required Licenses/Certifications: Possession of and maintenance of a valid state of California driver's license, a California Registered Nurse license, and maintenance of CPR certification within one year after hire.

Pre-Employment Requirements: The candidate will be required to complete and pass a full background check, Live Scan fingerprinting, and medical examination.