

COUNTY OF SOLANO
CLASS SPECIFICATION
EMERGENCY MEDICAL SERVICES ADMINISTRATOR

Effective Date: 9/27/2022

CLASS SUMMARY:

Plans, organizes, directs, and evaluates the Countywide Emergency Medical Services (EMS) system; oversees and administers the County's Emergency Medical Services Agency and the exclusive contract for Countywide emergency paramedic ambulance services; serves as a member of the department's management team.

DISTINGUISHING CHARACTERISTICS:

This single position is characterized by the responsibility to coordinate and implement the Countywide Emergency Medical Services system, including integration of public and private emergency health care services. The incumbent provides staff support to the County Health Officer, who is responsible for approval of medical protocols and clinical aspects of service delivery.

SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from the County Health Officer, Deputy Public Health Officer and/or a Deputy Director.

Exercises supervision over professional, technical, and clerical staff.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Oversees and administers the County's Emergency Medical Services Agency (EMS Agency); helps develop and manage the budget for the EMS Agency; monitors the work of consultants and contractors;
- Plans, administers, and coordinates the Emergency Medical Services system; develops and recommends program objectives, policies, and procedures for public and private agency emergency service providers; analyzes systems performance and quality improvement data; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; identifies opportunities for improvement; implements change;
- Directs the development of new programs, services, and operational processes; creates experimental/pilot programs; provides for quality assurance and safety of the Emergency Medical Services system.
- Develops Countywide EMS plan; develops agenda items for the Solano Emergency Medical Services Cooperative's (SEMSC) Board of Directors;
- Implements, monitors, and evaluates regulatory responsibilities of the local Emergency Medical Services system as provided for in statute; develops and reviews policies, procedures, regulations and ordinances to meet assigned statutory responsibilities;

- Performs supervisory duties to direct reports and to others through subordinate supervisors such as: establishing standards for acceptable work products and evaluating performance; interviewing applicants and making selections; reviewing, approving, and implementing disciplinary actions and terminations; assigning work and planning and scheduling staff's work activities and deadlines; reviewing work and recognizing employees' work efforts and accomplishments; providing career development mentoring and recommending training and career development opportunities; ensuring that employees are properly trained; reviewing and approving timesheets and requests for leave; and supporting and ensuring compliance with County and Department policies and procedures including those related to equal opportunity and to safety.
- Trains EMS staff, establishes standards for training, certifying and authorizing emergency pre-hospital care personnel. Investigates and resolves complaints and unusual occurrences.
- Negotiates, administers, and monitors contracts and agreements with public and private health care providers participating in the emergency medical services system.
- Develops and implements, in conjunction with the County Health Officer, the medical components of disaster preparedness; develops long-range planning for current and future operations; acts as support staff to the County Health Officer in the event of a local or general disaster.
- Coordinates and implements public information programs on emergency medical services; collects, analyses and evaluates data to ensure adequate Emergency Medical Services System performance; coordinates the operational components of the County emergency medical services system.
- Prepares a variety of reports and documents; prepares annual reports; submits data and reports to the State EMS Agency and presents reports to various government leaders and agencies.
- Analyzes and reports on proposed legislation impacting the County Emergency Medical Services System.
- Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws, and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops and seminars as appropriate.
- Performs other duties of a similar nature or level as assigned.

EXPERIENCE AND EDUCATION:

Experience: Six (6) years of experience in emergency medical services involving a combination of planning, training, coordination, and evaluation, including experience as an emergency medical services provider. Supervisory experience is desirable.

Substitution: Possession of a Bachelor's degree from an accredited college or university with a major in Emergency Management, Nursing, Healthcare Administration Public Health, Public Administration, or a closely related field may be substituted for two (2) years of the required years of experience.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

Possession of, or ability to obtain, a valid Class C California driver's license may be required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Principles and practices of managing EMS systems.
- Current clinical methodologies in EMS.
- Emergency medical services operations and organizations; basic and advanced life support equipment, supplies, and practices.
- Training methods and procedures.
- Pre-hospital medical care.
- Office procedures.
- Public administration including budgeting, program planning/evaluation and supervision.
- Grant applications and funding practices.

Skill to:

- Operate office equipment including a personal computer, copy and fax machines and printers.

Ability to:

- Plan, organize and administer emergency medical services programs.
- Understand, interpret and explain laws, regulations and policies governing emergency medical services operations.
- Develop and implement operational procedures and protocols; understand program objectives in relation to departmental goals and procedures.
- Identify and analyze administrative problems and implement operational changes.
- Make decisions and independent judgments.

- Communicate effectively both verbally and in writing with people of diverse socio-economic backgrounds and temperaments; demonstrate tact and diplomacy.
- Establish and maintain cooperative working relationships.
- Determine the appropriate course of action in emergency or stressful situations.
- Collect and analyze data to establish/identify needs and evaluate program effectiveness.
- Prepare budgets, funding proposals and narrative and statistical reports; understand and analyze expenditure reports.
- Comply with laws, regulations and professional practices governing emergency medical services and operations.
- Supervise the work of others; secure cooperation and teamwork among professional and/or support staff; interview people to evaluate performance and services rendered; promote and implement a variety of emergency medical programs.
- Maintain accurate records and document actions taken.
- Organize and prioritize work assignments.
- Research regulations, procedures and/or technical emergency medical services reference materials.
- Learn and make referrals to local and regional providers of medical and/or other specialized services.
- Interpret administrative direction and incorporate it into operational policy and procedure.

PHYSICAL REQUIREMENTS:

- **Mobility and Dexterity:** Positions in this class typically require stooping, kneeling, reaching, occasional standing, occasional walking, pushing, pulling, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling -- Light Work:** Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Vision:** Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer screen, read, etc. Positions in this class also requires employees to have depth perception in order to operate a motor vehicle.
- **Hearing/Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

- **Sensory Requirements:** Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with job-related objects, materials, tasks or people.

WORKING CONDITIONS:

- **Office Work:** Employees in this class will most often be working in an office setting.
- **Traffic Hazards:** Employees in this class may be required to operate a vehicle and thus will be subject to traffic hazards while driving.
- **Environmental Factors:** Requires the ability to work under conditions where exposure to environmental factors poses a limited risk of minor injury or illness.

OTHER REQUIREMENTS:

- **Background Checks:** The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any City/County where the applicant has lived, worked or gone to school.
- **Independent Travel:** Incumbents may be required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- **Hours of Work:** Incumbents may be required to work outside weekends, holidays, irregular hours, on-call, and after normal business hours.
- **Positions allocated to this class may require skill in teaching emergency medical services personnel.**
- **Child Abuse Reporting:** Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Sections 11165.7 and 11166 of the California Penal Code relating to child abuse reporting.
- **Elder Abuse Reporting:** Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Section 15630 of the California Welfare and Institutions Code relating to elder abuse reporting.



Director of Human Resources

- **Date Approved by the Director of Human Resources:** 9/27/2022
- **Date(s) Revised:** 9/27/2022
- **Date Class Title Added to the Listing of Classes & Salaries by the Board of Supervisors:** June 30, 2003, inactivated by BOS action 12/12/17,
- **Class Code:** 327020