

LIVINGSTON COUNTY JOB DESCRIPTION

PROJECT MANAGER - EMS

Supervised By: Deputy EMS Director

Supervises: Subordinate departmental employees as assigned

Department: Emergency Medical Services (EMS)

FLSA Status: Exempt

Position Summary:

Under the supervision of the Deputy EMS Director is responsible for overseeing special projects and the day-to-day operations of the EMS Department. Performs a full range of administrative leadership tasks in support of EMS operations and upgrades.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Oversees, directs, and plans for all aspects of the field operations of the EMS Department. Participates and assists supervisors with operational issues and problems. Assists in developing and implementing administrative and operational policies and procedures, monitors compliance, and assists in developing emergency preparedness plans and related operations.
2. Assigns or delegates responsibility for assignment of work, directs personnel, evaluates performance of employees and assures necessary training and professional development. Investigates sensitive or complex internal complaints against EMS personnel. Takes disciplinary action according to established procedures. Oversees the scheduling of all field personnel to ensure proper coverage for the County. Participates in the hiring process for EMS field personnel.
3. May act as Deputy EMS Director in the latter's absence and assist the Director EMS and/or Deputy EMS Director in the overall administration of the department when assigned.
4. Reviews and/or develops various statistical and departmental reports regarding operations to ensure appropriate response times for emergency and non-emergency calls. Monitors compliance with applicable laws, rules, and regulations, and researches current trends in EMS. Generates comprehensive reports and recommends appropriate deployment models based on unit-hour utilization and system status management.

5. Maintains continuous development and analysis of performance indicators to ensure the most efficient use of EMS resources. Reviews all incidents that exceed response time criteria and determines appropriate action.
6. Coordinates with public safety agencies, such as police, fire, 911, and various health care providers. Collaborates with necessary local officials, advisory boards, and committees.
7. Coordinates vehicle and equipment repair and preventative maintenance services to obtain maximum utilization and prevent operational delays in the department's response to emergency and non-emergency calls. Oversees vehicle and equipment purchasing.
8. Serves as the departmental lead coordinator for the Commission on Accreditation of Ambulance Services (CAAS) accreditation process.
9. Serves as an alternate Emergency Operations Center Command team member in the event of a disaster.
10. Oversees the coordination and response to all pre-planned special events and arranges appropriate media coverage, if necessary. Participates in community events and with organizations to promote the department's image and programs.
11. Responsible for the investigation and any action necessary involving ambulance motor vehicle accidents.
12. Facilitates and coordinates out-of-state or other long-distance ambulance transports.
13. In conjunction with the Director and Deputy Director, administers the labor agreement and may serve as a member of the management collective bargaining team.
14. May occasionally perform Paramedic duties to fill shift shortages as necessary.
15. Serves as an alternate board member for the District 1 Regional Medical Response Coalition and alternate board member to the County 911 Administrative Oversight Board.
16. Keeps abreast of legislative and regulatory developments, new administrative techniques, and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.
17. Oversees and coordinates the technology needs of the department including GIS (Geographic Information Science), CAD (Computer-Aided Dispatch), EPCR (Electronic Patient Care Reports), mobile data computers, and area networking needs. Responsible for the development and implementation of an integrated CAD solution. Continuously monitors changes and updates regarding new technology affecting the department. Works with other department managers to develop/improve systems, incorporating technology and software in an efficient and effective manner to deliver services to meet the departmental needs.

18. Responsible for the research, development, implementation, and maintenance of an EMS vehicle monitoring system through a wireless internet structure.
19. Serves as the departments EMT, Paramedic and Instructor Coordinator Program Sponsor as outlined in the MDHHS Michigan Requirements and Objectives for initial education programs (State of Michigan Department of Health and Human Services).
20. Ensures and monitors the annual training of blood-borne pathogens/infectious disease control education, MSDS (Material Safety Data Sheets) and MIOSHA (Michigan Occupational Safety and Health Administration) regulations. Develops, updates, and implements a pathogen/respiratory program for the department.
21. Develops and provides statistical reports on all risk management, safety, and OSHA (Occupational Safety and Health Administration). Maintains updated OSHA and safety manual for all areas of the Department.
22. Assists in determining staffing requirements, prepares work schedules, assists with the department worker's compensation activities, and other personnel matters. Participates in all new hire orientation programs by providing risk and safety education.
23. Responsible for the department's capital inventory and improvement plans. Participates with facilities management professional staff and County executives in long-range capital improvement and facilities planning.
24. Assures all communications equipment meets departmental needs including UHF, VHF, and 800 MHz mobile and portable radios, cellular telephone, and paging services.
25. Develops and coordinates regular departmental safety meetings to promote employee participation in safety issues. Plans and implements safety policies and procedures in compliance with local, state, and OSHA rules and regulations. Investigates appropriate safety prevention or safety training programs offered by insurance carriers and coordinates approved programs for the department.
26. Inspects operational facilities to detect the existence of potential accident and health hazards, determines corrective or preventive measures where indicated, and follows up to ensure appropriate measures have been implemented. Provides information, signs, posters, barriers, and other materials to warn of potential and actual safety hazards, and to prevent access to hazardous conditions. Plans, organizes, and manages the operations of assigned personnel and County facilities and assists in developing capital improvement plans for the alteration, renovation, remodeling, and/or expansion of buildings and infrastructure. Develops and implements operating policies and procedures to ensure safe, secure, and cost-effective building operations. Assists in developing plans and specifications for approved and funded new construction and renovation projects in consultation with other management staff.

27. Participates in the development of proposals and requests for proposals, reviews project bids received from external consultants and contractors, and recommends the selection of consultants and contractors for design, renovation, expansion, and alterations projects.
28. Responsible for the coordination and implementation of the Federal Emergency Management Association deployment plan for national disasters. Maintains the departments relationship with FEMA and updates with any changes associated with policy and procedure for deployments.
29. Works with State and local regulatory agencies for licensing, safety and environmental compliance Develops and administers policies and procedures to ensure the occupational health and safety of medical field staff, including MDS postings and training.
30. Coordinates with the Director and Deputy Director of EMS in the development and oversight of the department budget.
31. Applies for grant funding to ensure sufficient funding as well as any and all additional funding opportunities for equipment, training, technology, and facilities.
32. Performs other duties as directed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Bachelor's Degree in business administration, emergency management, public safety or significant progress toward completion, or five years of progressively more responsible experience in EMS operations and supervision.
- State of Michigan Paramedic license and meet or exceed the Washtenaw/Livingston Medical Control Authority requirements.
- Michigan Vehicle Operator's License.
- Thorough knowledge of the professional public management techniques involved in personnel administration and resource management.
- Thorough knowledge of the principles and practices of providing emergency paramedic and ambulance services and non-emergency transport.
- Considerable knowledge of trends in emergency management, developing department policies and procedures, analyzing data, maintaining Paramedic equipment, providing

Paramedic services, handling and resolving personnel issues, and applying local, state and federal law, rules and regulations.

- Skill in assembling and analyzing data and preparing comprehensive and accurate reports.
- Skill in effectively communicating ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials, and the public.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
- Skill in the use of office equipment and technology, including Microsoft Suite applications and database entry.
- Ability to respond to emergencies or service needs on a 24-hour basis.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate. However, the incumbent could also be assigned to duties as a field supervisor/Paramedic if conditions warrant. In this situation, the incumbent could be exposed to unsanitary or unhygienic materials, individuals and situations in the course of performing required duties.