

LIVINGSTON COUNTY JOB DESCRIPTION

EDUCATION & QUALITY IMPROVEMENT MANAGER – EMS

Supervised By: Director EMS/Deputy EMS Director

Supervises: Subordinate departmental employees as assigned

Department: Emergency Medical Services (EMS)

FLSA Status: Exempt

Position Summary:

Under the supervision of the Director of EMS (Emergency Medical Services) & Deputy EMS Director, is responsible for overseeing the day-to-day operations of both the EMS Departmental Education Programs and the Quality Improvement (QI) process. Performs a full range of administrative leadership tasks in support of EMS operations and quality improvement 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 Education and Quality Improvement programs of the EMS Department. Participates and assists instructors and 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 ensures their 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 Education and QI personnel. Participates in the hiring process for EMS Education and QI personnel.
3. Manages all education programs as outlined by the State of Michigan for the Program Director. This includes the approval and renewal requirements of the State of Michigan Initial Education Program Sponsorship and Continuing Education (CE) Program Sponsorship. Must be able to meet all the application rules and compliance with program requirements for the level of initial education program being applied for. Needs to meet all the requirements for and to complete a successful site visit inspection performed by the State of Michigan.
4. Responsible for the oversight of all educational programs including initial and continuing education. Must maintain accurate and complete course records as required by law, the

State of Michigan, and/or school district/CTE. Must maintain, prepare, complete, and submit all required student-related documentation such as evaluations, attendance, clinical records, clinical and affective assessments, and any other necessary forms in accordance with the directed/established timeline requirements

5. Reviews and/or develops various statistical and departmental reports regarding operations to ensure appropriate treatment 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 training methods and verifies critical skill performance of all EMS staff. Applies relevant data analytic techniques to the challenges of quality improvement processes.
6. Maintains continuous analysis of key performance indicators to ensure the most efficient education and quality improvement process. Reviews all course completion surveys and determines appropriate action when necessary.
7. Coordinates with public safety agencies, such as police, fire, 911, and various health care providers. Collaborates with necessary local officials, advisory boards, and committees.
8. Coordinates with EMS Administrative staff on vehicle and equipment changes to ensure the safe and effective delivery of care and adaptation of training programs if needed to align training with such changes.
9. Participates in the departmental accreditation process as directed.
10. Participates in 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 coordination of new hire field personnel orientation. Manages ride-along and field internship programs.
12. Coordinates and maintains the American Heart Association Community Training Center, the International Trauma Life Support Training center and the State of Michigan mandatory driving classes.
13. Responsible for the investigation and any action necessary involving students or employees in the education setting.
14. Facilitates and coordinates with others on emerging clinical and diagnostic procedures to enhance the delivery of prehospital care.
15. Performs Supervisory and Paramedic duties to fill shift shortages as necessary.

16. Keeps abreast of legislative and regulatory developments, new techniques, and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.
17. 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 EMS, business administration, Paramedic, or related field and five years of progressively more responsible experience in EMS operations including prior EMS supervisory and/or management responsibility.
- State of Michigan Paramedic license, State of Michigan licensed Paramedic Instructor Coordinator, American Heart Association Instructor Trainer, American Heart Association Community Training Center Manager, Hazardous Materials Operations certifications, and meet or exceed the Washtenaw/Livingston Medical Control Authority requirements.
- Instructor certification in:
Basic Life Support (BLS)
Advanced Cardiac Life Support (ACLS)
International Trauma Life Support (ITLS)
Pediatric Advanced Life Support (PALS)
- Verifiable, successful completion of National Incident Management System (NIMS) 100, 200, 300, 400, 700 and 800 courses.
- 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, planning and developing data analytics focused

on quality improvement and service delivery, and preparing comprehensive, accurate, clear, and understandable 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.