

EMERGENCY MEDICAL SERVICES COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS:

This is a professional and administrative position in the Department of Emergency Response which is responsible for overseeing the departmental services offered to Emergency Medical Service (EMS) providers and responders of Dutchess County. This position must understand the emergency medical service provider community, both paid and volunteer, and must act as a liaison to providers, hospitals, local, state, regional and community organizations and municipal groups. This person should assist in the identification of problems experienced by the provider community and work with the providers to develop and implement solutions to the problems and needs of the provider community. This person will develop training and planning programs in conjunction with EMS providers including the development and testing of bioterrorism plans. In addition, this position will work directly with the dispatching staff of the department to coordinate Emergency Medical Dispatching (EMD), including EMD training of dispatching staff and overseeing a quality assurance/improvement program to ensure all standards are met. This position involves a great deal of contact with community agencies and various service providers to develop cooperative mutual agreements for service provision. This position functions under the Department of Emergency Response but has a very close working relationship with the Dutchess County Health Department in the development, maintenance and implementation of the bioterrorism readiness plan. General direction is received from higher level administrative staff. General direction and training may be given to the dispatch staff. Due to the nature of this position, the incumbent must be available to work during emergencies.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbent in this title include those listed below in addition to those work activities performed by dispatch staff. They are indicative of the level and types of activities performed by incumbent in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could be reasonably be expected to be performed by an employee in this title.

1. Oversees the services offered by the Department of Emergency Response to the Emergency Medical Services (EMS) providers and responders of Dutchess County, including serving as a "point" person to monitor and prepare a response to the current issues affecting the volunteer EMS responders and work with the EMS agencies and the local municipalities to address problems;
2. Assists with the training, monitoring and review of the County's Automatic External Defibrillator (AED) program;
3. Oversee the Emergency Medical Dispatching (EMD) program of the E911 Center, which includes establishing and monitoring a Quality Assurance/Quality Improvement program and training and evaluating the dispatch staff in the EMD program;
4. Liaison with the Dutchess County Health Department in all aspects of emergency response including bio-terrorism; ensure that the department's preparedness and response plans are consistent and appropriate; assists in the planning, execution and evaluation of preparedness drills;
5. Serves as liaison with variety of agencies such as the National Disaster Medical System, Northern Metropolitan Health Care Foundation, National Pharmaceutical Stockpile inventory, etc; attends meetings, prepares reports as required and integrates activities of County into overall emergency response programs;
6. Reviews on yearly basis the Dutchess County Mass Casualty Incident plan and updates as necessary;
7. Assists County and community staff in establishing "pro-active" EMS programs for health and safety, such as Cardio-pulmonary resuscitation (CPR) Day, blood pressure screenings at public events and public access defibrillation (PAD) training;
8. Provides education programs to local municipalities and organizations on various EMS issues and topics, such as Incident Command training;

9. In conjunction with staff at Emergency Response, plans the County's response to disasters (man made or natural), multi-casualty incidents, terrorism (biological, chemical, radiological, or threat of) and any related incident;
10. Handles EMS activities during activation of the County's Emergency Operations Center (EOC);
11. Prepares and submits a variety of reports such as activity reports, annual reports, procedural guidelines, incident reports, etc;
12. Assists with the development of the departmental budget, particularly as it relates to the needs of the emergency medical service providers programs; develops and maintains inventory of equipment;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES:

- Knowledge of emergency medical service procedures and operations in order to plan and implement County wide plans and programs, recognize the needs and problems of volunteer and paid service providers and organizations and work with them to mutually resolve problems;
- Knowledge of emergency response techniques, including fire fighting, emergency medical and law enforcement and hazardous materials, in order to coordinate needs and service provided by different agencies into a cooperative response plan;
- Knowledge of emergency medical service protocols and the duties and responsibilities of the ALS and BLS providers;
- Knowledge of training techniques and how to administer training programs;
- Knowledge of incident command procedures;
- Knowledge of Emergency Medical Dispatching procedures in order to develop and monitor County program;
- Knowledge of communication and negotiation techniques in order to negotiate between groups with a common goal but diverse interests;
- Ability to relate to a variety of groups and establish and maintain effective working relationships under tense conditions;
- Ability to prepare and present reports and analyze financial and statistical data;
- Personal characteristics necessary to perform the duties of the position;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and;

- EITHER:
- (A) Graduation from a regionally accredited or NYS registered college or university with a Master's degree in Public Health or a related field and one year of paid work experience in an administrative or managerial position in an emergency response profession such as fire response, medical response or emergency services dispatching or a closely related field;
 - (B) Graduation from a regionally accredited or NYS registered college or university with a Bachelor's degree in a health related field and three years of paid work experience in an emergency response profession such as fire response, medical response or emergency services dispatching or a closely related field, two years of which must have been in an administrative or managerial capacity;
- OR:
- (C) Graduation from a regionally accredited or NYS registered college or university with an Associate's degree in a health related field and

five years of paid work experience in an emergency response profession such as fire response, medical response or emergency services dispatching or a closely related field, two years of which must have been in an administrative or managerial capacity;

OR: (D) Graduation from high school or possession of a high school diploma and seven years of paid work experience in an emergency response profession such as fire response, medical response or emergency services dispatching or a closely related field, two years of which must have been in an administrative or managerial capacity;

OR: (E) An equivalent combination of education, training and experience between the limits of (A) and (D) above.

SPECIAL REQUIREMENTS:

- (A) Emergency Medical Technician: The appointing authority may require the possession of appropriate certification by New York State Department of Health as an Emergency Medical Technician. This certification must be maintained during the course of service.
- (B) Driver's License: Eligibility for a driver's license issued by the State of New York. Possession of the license at the time of appointment.
- (C) Dispatcher Certification: The appointing authority may require the possession of all appropriate training and certification to dispatch.

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ADOPTED: 01/01/05