

1. POSITION TITLE: Ambulance Chief

11. SUPERVISOR: Tri-Town Ambulance Committee

111. GENERAL DESCRIPTION OF DUTIES:

The Ambulance Chief is the chief administrative officer of the Tri-Town Ambulance (TM), serves as director of Emergency Medical Services (EMS) and as such oversees all aspects of management and administration of the TTA.

In addition, the Chief:

- Provides Paramedic Level pre-hospital care/coverage during the hours he/she is on duty
- With the Deputy Chief, develops and implements Operational Policies for Special Operations (i.e. Beach Rescues, Races, Agricultural Fair, Public Gatherings and other Rescue Situations or Special Events.)

The individual that holds this position must be a confident leader who can accept the challenge and high degree of responsibility entailed in the position. This person must have excellent judgment and be able to prioritize decisions and act quickly in the best interest of the patient. He/She must be disciplined, able to develop patient rapport, interview hostile patients, maintain safety and recognize and utilize communication unique to diverse multicultural groups within those groups. He/She must be able to function independently at an optimum level in often extremely hazardous conditions. Self-confidence is critical, as is a desire to work with people, solid emotional stability, a tolerance for high stress, and the ability to meet the physical, intellectual, and cognitive requirements demanded by this position.

IV. DUTIES AND RESPONSIBILITIES:

- A. Acts as primary responder while on duty in the TTA Service Area, unless otherwise arranged, as well as mutual aid requests from the other towns of Martha's Vineyard, either in the ambulance or the intercept vehicle, as appropriate.
- B. Performs, and is responsible for, the administrative tasks of Tri-Town Ambulance. This includes but is not limited to maintaining run reports (SARF's), member records, payroll, billing information, upholding Health Insurance Portability and Accountability Act (HIPPA) standards, and ensuring member familiarity with Tri-Town Ambulance policies and procedures. Delegates tasks to the Administrative Assistant as appropriate.
- C. Sees that Tri-Town Ambulance is in compliance with all laws, regulations and policies that govern the ambulance service. Reports any of the deficiencies that he/she cannot immediately correct, to the Committee Chair.
- D. Communicates with the Tri-Town Ambulance Committee Chairman as appropriate.
- E. Directly and indirectly supervises the day-to-day operations of all personnel and the application of BLS and ALS level procedures. This includes ensuring compliance of all laws, regulations, policies and procedures.
- F. Holds regular meetings with the Full time staff and Administrative Assistant, as needed to review day to day operations and plan for events, training, and future projects.
- G. In consultation with the Deputy Chief oversees a Quality Assurance Improvement Program (QA/QI) that looks at the quality of service provided to assure compliance with all rules, regulations, training and operational (industry) standards. This is accomplished by the following:
 - a. Monitors quality of patient care
 - b. Reviews run reports
 - c. Monitors response times for personnel and ambulances
 - d. Monitors policy compliance

With the Deputy Chief, oversees training and intervention to correct non-compliance issues. Consults with Committee Chair on issues that may result in the suspension or dismissal of an EMT, either a Full Time Paramedic, Volunteer EMT, or Per-Diem Paramedic from the squad.

- H. Schedules, makes arrangements for and files appropriate paperwork for a minimum of 18 hours of Office of Emergency Medical Services (OEMS) continuing education, per calendar year. Additionally, schedules and makes arrangements for CPR re-certification for EMTs. Participates with other island EMS agencies in the development

- of the annual EMT refresher program. Assists in island wide M & M rounds and assures TTA participation in those rounds.
- I. Schedules and oversees a minimum of 8 squad meetings a year. Schedules and attends Tri-Town Ambulance Committee meetings. Provides current and updated information to the Committee. Prepares and submits an annual budget and report to the Committee.
 - J. Implements and oversees a mentor program for new EMT's. Recruits EMTs as needed to maintain a balanced squad.
 - K. Arranges for routine maintenance recommended by the manufacturer(s) of the Tri-Town ambulances. Maintains accurate records of service and arranges for emergency repair work as needed. Sees that the ambulances meet the standards necessary to pass Massachusetts Department of Motor Vehicle and OEMS inspections.
 - L. Arranges for routine maintenance recommended by the manufacturer(s) of all other Tri-Town equipment and maintains accurate records of service. Sees that the ambulances, equipment and quarters are clean and in good working order. Monitors the weekly inventory. Sees that the ambulances are stocked according to ~~Region V~~ and state and national regulations. Orders supplies as needed.
 - M. Maintains a professional working relationship with all members of the Tri-Town Ambulance, the Dukes County Sheriff's Department, the Boards of Selectmen, Finance Committees, Police and Fire Chiefs, of the Towns of Aquinnah, Chilmark and West Tisbury, as well as the other Island Emergency Medical Services. Meets with the above as necessary.
 - N. Oversees, organizes, disseminates and facilitates communication of billing issues between the ambulance billing service, Town of Chilmark, Martha's Vineyard Hospital and the Tri-Town Ambulance Committee,
 - O. Oversees the seasonal, night and day duty program, including advertising, scheduling, and supervising all aspects of the service.
 - P. Schedule and assure all inventories and tag checks are completed for all three ambulances.
 - Q. Conducts spot evaluations of on-scene and station operations to ensure compliance of infection control policies, TTA policies and procedures and Clinical Care (QA/QI).
 - R. Refer members to stress management, Employee Assistance Program, or Critical Incident Stress Debriefing as necessary.

The essential functions or duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

All duties shall be performed appropriately to represent the decisions and policies of TTA and with respect for confidentiality of all parties involved.

V. SUPERVISORY RESPONSIBILITIES:

Oversees all Tri-Town EMTs and Paramedics, as well as EMTs and Paramedics that respond in the Tri-Town area as mutual aid from another service.

Manages violations of medical protocol for all Tri-Town Ambulance EMTs and Paramedics, and any EMTs and Paramedics that respond as mutual aid from another service according to the QA/QI Program including but not limited to review, retraining, and discipline of personnel as needed. Works to rectify any problems with EMTs directly and can discipline EMTs as necessary. Makes recommendation to the Committee if further actions are warranted and forwards recommendations for suspension and dismissal to the Committee. Dismissal of members from the squad is the responsibility of the Committee.

Directly supervises the:

- Administrative Assistant
- Mechanical Assistant
- Deputy Chief
- Full Time employees
- All EMTs, Advanced EMTs and Per-Diem Paramedics

Performs job evaluations of the above employees as mandated by the Chilmark Personnel policy.

VI. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- A. Current Massachusetts EMT Certification — Paramedic certification.
- B. Current American Heart Association Health Care Provider Certification.
- C. Current American Heart Association Advanced Cardiac Life Support Certification.
- D. Current American Heart Association Pediatric Advanced Life Support Certification.
- E. Current American Heart Association Basic Life Support Instructor Certification or the ability to obtain certification.
- F. Current/valid Massachusetts's driver's license.
- G. Familiarity with Tri-Town Ambulance Policies & Procedures.
- H. Familiarity or able to research, OEMS, State and National regulations, policies, laws and recommendations concerning a Advanced Life Support ambulance service.
- I. Able to recognize when an issue is beyond his/her educational or experience level and able to research any such issue.
- J. Computer skills.
- K. Accurate record keeping skills.
- L. Able to tactfully and appropriately critique EMTs, Advanced EMTs and Paramedics, in consultation with the Deputy Chief as needed.
- M. Physical Requirements: Good physical endurance and body condition that would not be adversely affected by frequently having to walk, stand, lift, carry and balance at times, in excess of 125 pounds in all weather conditions during all hours of the day and night.
- N. Minimum 5-7 years of EMS experience, with 2 years of Paramedic Level Experience.
- O. Within six months of hire, has to have residence on Martha's Vineyard.

VII. POSITION GRADE LEVEL & TIME REQUIREMENTS:

This is a salaried, exempt, benefited position. (The position is currently budgeted on an average of 40 hours per week)

Grade: _____ Step:_____

APPROVED BY THE TRI-TOWN AMBULANCE COMMITTEE:

Date: _____ Chairperson:_____

RECOMMENDED BY THE HUMAN RESOURCE BOARD:

Date: May 5, 2016 Chairperson:_____,Jennie Greene

REVIEWED & APPROVED BY BOARD OF SELECTMEN:

Date:_____ Chairperson:_____