



Jefferson Valley EMS & Rescue
203 West Legion Avenue
Whitehall, MT 59759
406-565-1584
www.jvemsr.org

Interfacility Transfer Manager Job Description

Job Title: Interfacility Transfer Manager for Jefferson Valley EMS & Rescue

Department: Administration/Interfacility Transfers

Employment Status: Full Time

Pay Grade: D.O.E

Shift/Hours: Variable, as needed for optimal IFT acceptance

Revision: 12/20/2023

Effective Date: December, 2023

Summary of work:

Responsible for the day-to-day operations of Jefferson Valley EMS & Rescue Ambulance Service Interfacility Program, including: Managing the on-call phone, keeping a log of IFT requests, organizing interfacility transfers, recruiting IFT staff, forming relationships with surrounding facilities, regularly responding to interfacility transfers. Prepares and presents monthly reports to the P.U.L.S.E. Board. Is accountable directly to the Service Manager. The IFT Manager shall represent themselves, co-workers, and the service with high standards.

Typical duties performed include but are not limited to the following:

1. Administrative Functions

- Oversees, directs, and maintains the overall operations of Jefferson Valley EMS & Rescue Interfacility Transport program.
- Will take at least three interfacility transports a week.
- Will be on call for local 911 response if an IFT transport is not immediately scheduled.
 - Responsible for IFT scheduling/coverage.
 - Responsible for answering the on-call phone, 24/7 on scheduled days.
 - Recruits and onboards IFT staff.
 - Works with the P.U.L.S.E. Board, Service Manager, and other staff persons to accomplish the goals and objectives set by the P.U.L.S.E. Board.
 - Communicates timely and accurate information to the P.U.L.S.E. Board members and/or Service Manager.
 - Prepares and updates reports when requested by the P.U.L.S.E. Board.

- Works with the bookkeeper to monitor expenditures and supply receipts of Jefferson Valley EMS & Rescue Ambulance Service IFT program.
- Enters Patient Care Reports (PCR) into the appropriate database of ImageTrend in a timely fashion. Goal is within 48 hours.
- Attends monthly P.U.L.S.E. Board meetings and presents a monthly progress report.

2. Operations

- Provides appropriate patient care during IFT transports to include; moving patient, securing patient, use of Zoll monitor to obtain vitals and perform cardiac monitoring, supporting patient mental health, and reporting findings in Imagetrend.
- Restocking the ambulance after a transport.
- Monitors crew functions during IFTs when appropriate and reports to Service Manager.
- Operates emergency vehicles and reports any needed repairs to the Service Manager.
- Monitors driving operations and acts as copilot if not driving an ambulance.
- Adheres to work rest guidelines including, drive time guidelines.
- Assists in cleaning and maintenance of the ambulances, building, and grounds when appropriate.
- Substitutes or coordinates coverage for other staff during temporary absences.
- In emergency or very busy situations, may be called to work during days or hours other than those for which they are regularly scheduled.
- Performs other related duties as required by the P.U.L.S.E. Board.
- Takes shifts with the on-call phone.

3. Employees

- Encourages input from all service members and employees.
- Works with all service members and employees; providing leadership, support, and assistance.
 - Promotes a positive and healthy work environment; encouraging compassion, understanding and harmony among employees.
- Works with Crew Training Officer to ensure all necessary training is completed for IFT staff.
- Involved with the 'New Hire Process' of all new potential employees. Interviews, orientation, training, paperwork and exit interviews.

5. Required Knowledge/skills/abilities

- Serves as an EMT, AEMT, or Paramedic and participates in IFT transfers as needed.
- Needs a thorough working knowledge of the ambulance service.
- Ability to take the initiative, develop ideas, and problem solve.
- Positive leader.
- Ability to maintain effective working relationships with a wide variety of persons
- Ability to plan and analyze daily operations, develop alternatives, and determine costs
- Ability to prepare and administer an annual budget
- Ability to supervise staff and ensure safety in the workplace
- Ability to work and communicate effectively
- Customer service knowledge and the ability to handle consumer complaints and concerns promptly

6. Required Qualifications

- Current MT EMT, AEMT, or Paramedic License
- 3+ years of active experience working in prehospital medicine or related field.
- Valid MT Class D driver's license or equivalent

7. Preferred Qualifications

- 2+ years of supervisor/management experience preferred in EMS, including experience with employee relations, conflict resolution and critical thinking
- Preferred Bachelor's degree in Emergency Management Services, Business Management/Administration, medical studies, or related fields
- Prior experience working with rural ambulance services operations
- Is required to attain and maintain any other certification as related to the position or for specialized areas of assignment.
- Ability to lift greater than 50 lbs.

8. Physical Demands:

The work is performed while intermittently sitting, standing, walking, bending, crouching, kneeling, climbing and descending stairs, balancing, stooping, and reaching. Some work is performed in steep, rocky terrain away from roads and vehicles in adverse weather conditions while coordinating with other agencies. The work is often performed while carrying special equipment and a high degree of dexterity is necessary. Special vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and this ability to adjust focus. Jefferson Valley EMS & Rescue is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Jefferson Valley EMS & Rescue will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

9. Performance Reviews:

Performance reviews will be conducted every six months. If the Board finds that performance is not up to their standards, the IFT Manager will remain on probation

until a satisfactory review is completed. If no satisfactory review is complete the P.U.L.S.E. Board can then dismiss the IFT Manager.

10. Probationary Period:

The IFT Manager will be on an initial probationary period for one year. A performance review will be conducted by the P.U.L.S.E. Board at which time a decision will be made whether to release the IFT Manager from the probationary period. The IFT Manager may be placed on probationary period after an unsatisfactory performance review. While on probation the IFT Manager will need to correct all unsatisfactory performance issues or may face dismissal.

Signatures of Approval:

P.U.L.S.E. Board Members

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