

<b>South Howell County Ambulance District Job Description</b>	
<b>Operational Area:</b> Administration/Clinical	<b>Job Title:</b> Chief Clinical Officer
<b>Reports to:</b> CEO	<b>Reports From:</b> Operations and Field Supervisors
<b>FLSA Status:</b> Exempt	
<b>Revision Prepared By:</b> Charles Rader-COO	<b>Reviewed By:</b> Administration Approved by BOD: 03/21/2023
<b>Original Date:</b> March 2023	<b>Revised Date:</b> 03/2023

**ADMINISTRATIVE/BUSINESS OPERATIONS SUPPORTIVE MISSION:**

- Administrative clinical operations purpose is to ensure that the Federal, State, local regulations/laws are in compliance; that policy & procedure writing and compliance of such (in accordance with the will/direction of the Board of Directors) are followed. It also provides the top-level operational command structure for all District staff and department heads. When functioning at a high moral and efficient level this department provides the needed financial, logistic, administrative support and talent management skills required to support all departments and the Districts primary mission of providing emergency services to the public.

**SUMMARY OF THE FUNCTION AND PURPOSE OF THIS POSITION:**

Clinical operations are the primary mission for South Howell County Ambulance District. This position is charged with the effective management of all aspects related to clinical operations. This will be accomplished through direct oversight and/or collaboration with other departments within the District.

**QUALIFICATIONS:**

- Education and Experience:
  - Current state paramedic license.
  - BS/BA degree in Business, Healthcare Management or Paramedicine preferred.
  - Six (6) years previous experience as a Paramedic and 3 years in a clinical management role.
- Job Knowledge:
  - Comprehensive understanding of all components of an EMS system, as well as laws, regulations, and requirements related to EMS.
  - Operational knowledge of equipment.
  - Organizational techniques.
  - Budgeting, purchasing and bid procurement.
  - Computer operations, data analysis.
- Skills:
  - Effective communications with a diverse range of audiences and settings.
  - Maintain order in an environment of changing policies.
  - Assess operational, personnel and administrative needs.
  - Efficiently manage time to achieve desired results and minimize stress.
  - Achieve results through delegation.
  - Identify and resolve problems.
  - Establish and maintain working relationships with representatives from outside agencies, fellow employees, subordinate personnel, and the general public.

- Independently plan, organize, schedule, coordinate and make decisions and judgments relating to assigned projects and other responsibilities.
- Licenses/Certifications:
  - BS/BA degree
  - Valid driver's license
  - BLS Provider Instructor
  - ACLS Provider Instructor
  - NIMS Level 100, 700, 200b

**PRIMARY JOB RESPONSIBILITIES/COMPETENCIES:**

- Manages the entire EMS System to include developing internal and external relationships; developing, evaluating, and implementing policies, procedures, and best practices; representing the EMS system at local, state, and national levels; developing, evaluating, and implementing performance measures; ensuring training, quality assurance, and compliance practices are maintained throughout the EMS system; establishing and maintaining cooperative management processes and working collaboratively with the Medical Director.
- Investigates complaints and system performance issues including collecting and analyzing data, conducting interviews, reviewing processes, and determining follow-up actions.
- Prepares the annual clinical budget. Is responsible for managing the clinical budget within established parameters.
- Participates in continuing professional development programs as appropriate.
- Works closely with CEDO and Medical Director to provide up to date protocols and procedures with appropriate training of Clinical Staff.
- Works closely with state and national credentialing agencies to make sure the District's meets and/or exceeds the requirements of those agencies.
- Responsible for establishing and maintaining strong professional relationships with team members.
- Participates in the organizational strategic planning process of developing both short term and long term objectives.
- Maintain student and program records to comply with district, state, and national accreditation agencies.
- Participates in EMS advisory committee meetings.
- Performs other duties as directed or assigned by the CEO.

*Note: The above is not the exhaustive list of responsibilities. Other duties may be assigned which may or may not be related to the primary responsibilities yet would be reasonable with the individual's skill set and behavior and which also are supporting the department or our overall mission.*

*Note: the above is not an exhaustive list of competencies, others may/will be added insofar as such are not retaliatory, designed to be discriminatory or create a hostile work environment*

Measurable Performance Grouping – related to any performance-based remuneration and/or pay increase which would be based on objective documentation of compliance with their job description, departmental operational guidelines, departmental/administrative directives and the District's policy and procedure manual. Any Board approved performance-based remuneration/pay raise would be part of an overall District wide program to improve all district operations.

- *Below expectation performance:* the employee fails to meet a minimum level of measurable performance by displaying behavior/s less than conducive to a positive workplace; i.e. argumentative, overly and unjustifiably critical of others/system, has received warnings/write-ups etc. This employee will receive minimum, if any, performance type remuneration and/or pay raise.

- *Meets Expectations*: the employee meets the minimum level of measurable performance and is valuable as they are the type who show up for work, perform their duties and seldom cause any workplace issues. This employee would receive middle-of-the road performance remuneration and/or pay increase.
- *Superior Performance*: the employee exceeds in their work by complying with policies while actively taking on extra duties, which mentor and interact with their team in a positive uplifting way, who share with management methods to improve the workplace and/or system, who attend meetings etc. This employee may receive up to the maximum allowed remuneration and/or pay raise.

### **SHIFTS, HOURS WEEKLY, OVERTIME, TRAVEL:**

- This position is full-time (40 hours) per week
- Overtime may be required/mandatory depending on work load
- Travel will be required to attend training etc., and could include overnight stays

### **PHYSICAL REQUIREMENTS OF JOB TASKS:**

*Note: the “intermittent” – “Constantly” definitions cover all this section of physical requirements. You can reference the standing subsection, walking subsection etc. back to these definitions. All may be performed during initial or return fitness for duty testing, patient care situations or training sessions*

**INTERMITTENT** is on an "on and off again" basis;

**RARELY** = <1 % of the time **FREQUENTLY** = 34 - 66% of the time

**OCCASIONALLY** = 1 - 33% of the time **CONSTANTLY** = 67-100% of the time

Percentage of work day and/or intermittence is noted if appropriate. **N/A denotes "not applicable."** Surface, body part involved, object used, weight, distance, and average/maximum times are noted below.

**STANDING:** Occasionally

**WALKING:** Occasionally

**SITTING:** Constantly

**DRIVING:** Intermittent

**BALANCE:** Intermittent

**TWIST OR TURN:** Occasionally

**BEND/STOOP:** Occasionally

**CROUCH/SQUAT:** Occasionally

**CRAWL/KNEEL:** Occasionally

**PUSH/PULL:** Occasionally

**CARRY:** Occasionally

### **USING HANDS, FINGERS, MAJOR JOINTS, REACHING, MOVEMENTS ETC:**

**SHOULDER TO OVERHEAD:** Occasionally

**WAIST TO SHOULDER:** Occasionally

**KNEE TO WAIST:** Occasionally

**FLOOR TO KNEE:** Occasionally

**EXTENSION/FLEXION:** Frequently

**HANDLING/GRASPING:** Frequently

**SPEAK/HEAR REQUIREMENTS:** So as to function in an office

**VISION REQUIREMENTS:** So as to function in an office utilizing paper print, computer screens etc.

**LIFTING and/or CARRYING:**

1 -10 lbs. Frequently  
11 - 20 lbs. Frequently  
21 - 30 lbs. Frequently  
31 - 50 lbs. Occasionally  
51 - 75 lbs. Rarely  
76 - > 100 lbs. Rarely

**POSSIBLE JOB MODIFICATIONS:**

A. *South Howell County Ambulance District reserves the right to modify this job description insofar as such modification does not violate Federal or State law/regulations, is retaliatory in nature and/or creates a hostile work environment for a protected class*

B. *This job description may be altered to reasonably accommodate a qualified disabled individual insofar as such accommodations are not cost prohibitive and the individual can meet the required accountabilities, competencies and physical requirements of the position*

C. *This job description in no way implies or is to be construed/interpreted to be an employment contract as the employee relationship is "at-will". Meaning, the employee or District can sever ties with or without advanced notification or reason*

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**Chief Clinical Officer Job Description Acknowledgement**

Review and signature section:

Employees are given several opportunities to review and understand the skill set job description.

- 1. Via our website and referenced on the application
- 2. When onboarding with human resources
- 3. Final review with signatures below

Reviewed and explained South Howell’s job description and its relationship with guiding documents and workplace culture. Any clarifying questions were addressed to the employee and my satisfaction.

Print, then sign name and date below:

Printed Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed CEO: \_\_\_\_\_

Signature CEO: \_\_\_\_\_ Date: \_\_\_\_\_

Printed HR \_\_\_\_\_

Signature HR: \_\_\_\_\_ Date: \_\_\_\_\_