

South Howell County Ambulance District Job Description	
Operational Area: Clinical Operations	Job Title: Operations Supervisor
Reports to: Chief Clinical Officer	Reports From: Field Supervisor and Clinical staff
FLSA Status: Non-Exempt	
Revision Prepared By: Charles Rader-COO	Reviewed By: Administration Approved by BOD: 03/21/2023
Original Date: September 2012	Revision Date: 03/2023

SUMMARY OF THE FUNCTION OF THIS POSITION:

- The Operations supervisor is directly responsible and will be held accountable for the effective use of human and physical resources to ensure the public has available emergency services resources during normal operational conditions. They are to do all they can to ensure ambulances quickly respond to requests for service.

Qualifications and Work Experience Required for Operations Supervisor position:

- *Education:*
 - High school diploma or general education degree (GED), successful completion of nationally accredited Paramedic course; college hours and/or degree a plus but not required.
- *Work History:*
 - Experience as a Full-time paramedic for at least three (3) years.
 - Recommended to have two years of full-time service in clinical operations with the District.
 - Previous supervisory/managing position, preferred.
 - Use of computer environment for data entry/retrieval, word processing, and accessing/using web-based programs.
- *Credentials:*
 - Maintain credentials outlined in Paramedic Job Description.
 - NIMS Levels: 100; 700; 200b.
 - Valid MO class F or higher driver’s license.
 - “Management Skills for the New Health Care Supervisor” – most current edition and the Completion of “The Leadership Challenge” study guide must be completed within one year of date of moving into this position.
 - Others as added/needed.
- *Computer Skills:*
 - Basic understanding of laptop/desktop/iPad type computers.
 - Accessing the internet.
 - Maneuvering through documents tables and spreadsheets.
 - Check and create emails and calendar events, log in/off a computer.
 - Familiar with Microsoft’s Word/Excel/PowerPoint/Outlook
- *Math Skills:*
 - Ability to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions and decimals, ability to compute rates, ration and percentages.
- *Communication Skills:*

- Essential to have a high level of comprehension of the English language and be able to effectively communicate.
 - Ability to hear, read and comprehend effectively.
 - Ability to write or type out simple to complex sentences, and to effectively present information one-on-one or small group situations to customers and other employees
 - Instruct others and communicate desired results as well as completing simple to complex tasks.
- *Reasoning/Problem Solving Abilities:*
 - Supervisors must have the ability to reach a rationale solution in complex situations.

Primary Job Responsibilities and Competencies:

1. Comprehensive knowledge of all department operations as related to human resource.
 - a. This includes job descriptions of subordinate staff, daily, weekly and monthly duties, medical guidelines and essential human resource policies.
 - i. Reports for duty at 0600 for shift report from off-going supervisor then begins each shift with the morning briefing which will cover: visual review of the day's schedule/staffing/events etc.; assigns ambulances; discusses workplace issues, performs skill and/or operations related guideline via the big-screen in the briefing room.
2. Comprehensive, safe, and operational knowledge of equipment and/or gear on the ambulances.
 - a. Effective usage and understanding as to the clinical applications and act as *the* resource for the team.
 - i. Addresses equipment failure or problems by contacting appropriate person and then ensuring a repair process has been affected as well as documenting for other members of the team to be informed
 - b. Is accountable for the members of their team who are not competent in the application of expected skill level based on training and years of experience with the District.
 - i. Measured on the ability to ensure the following are completed: all assigned shift, weekly and monthly duties are completed and station remains in professional order during shift; staff have documented completion of duties, assigned evaluation/s; documents once a quarter on positive and negative behaviors in employee documentation form; completes quality assurance/compliance review of responsible EPCRs – does not release the team or individual member from their shift unless all EPCR's are reviewed and station/equipment is prepped and ready for oncoming shift.
3. Understand current leadership principles based on reading list provided by management, internal documents, attendance of meetings/training, impromptu management discussions and complying with Just Culture principles.
 - a. Complete preceptor course through Platinum Planer.
 - b. They will oversee and/or be actively engaged in a preceptor program for EMT and Paramedic students, new-hire/change of skill set staff and current staff as needed.
 - c. Report to Clinical Operations Manager any issues that need to be addressed.
 - d. Characteristics of a leader at SHCAD is the ability to be aware of what “needs” to be done and to do it whether it is an assigned duty or not. Which means acting when made aware an action is needed; whether it be a process improvement or other area. This is especially important with safety and equipment issues.
 - e. Measured in ability to engage team by being directly involved in mentoring and coaching of team members.
4. Knowledge of all operational and human resource aspects of SHCAD policies, procedures, guidelines ensures that all are complied with by the team. Seeks clarification when written or verbal directives are unclear.
 - a. Will be assessed on ability to maneuver in a modern computer/internet environment utilizing hardware such as keyboards, monitors, cell phone along with how they communicate with each other – must be able to use software via Microsoft office; to check, author and send emails, to send text messages, to access the internet for required EPCR, scheduling program etc.

- b. Empowered and expected to make shift level decisions. Supervisors are placed in this position as decision makers and are given appropriate resources with which to make them.
5. Accountable for their operational areas when changing Operations.
 - a. Reports issues and/or failure to complete assigned duties or duties which have false documentation, i.e.: the supervisor will be responsible for the behaviors both positive and uncorrected disruptive behaviors of their team or team members.
 6. Models professional behaviors and supports the districts vision, mission, and culture set forth by the South Howell County Ambulance Board of Directors.
 7. Ensure all personnel lives up to South Howell County Ambulances Guiding Statements and follows all District Policies and Procedures.
 8. Meet Requirement of Clinical Paramedic Job Description.
- *Note: The role and responsibilities/competencies of a leader are exhaustive and the above are the priority items; more may assign as needed. Other competencies can/will be added insofar as such are not retaliatory, designed to be discriminatory or creates 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, AND ESTIMATED OVERTIME:

Generally, two 24 hour shifts per week, however as this is a leadership position overtime will be expected as is being called in during periods of low skill set coverage, MCI, travel for training and education is to be anticipated as is the possibility of overnight travel.

Physical Movement Necessary to Meet Essential Functions of EMS Skills:

Emergency Medical Services is a physically and emotionally demanding career. It requires a unique combination of behavioral, cognitive, physical, vision and fine motor skills so as to perform duties effectively.

Note: the areas listed below reflect what is required for this career. The percentages of movements are not to be considered as absolute as call volume and scenes can change dramatically.

INTERMITTENT is an "on-again/off-again" basis;

RARELY = <1 % of the time

OCCASIONALLY = 1 - 33% of the time

FREQUENTLY = 34 - 66% 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: Frequently, dynamic, and static standing, performing emergency rescue/medical procedures.

WALKING: Frequently, walking around station for duties, to and from patient care situations, training.

HIKING: Rarely, would be situations for remote patient access or during natural disasters.

SITTING/LAYING: Occasionally, while riding in emergency vehicles, performing paperwork, down time between assignments when at station, rarely when at location of natural disaster.

DRIVING: Occasionally to frequently, driving aid unit or truck.

BALANCE: Occasionally, when accessing patients.

WORK AT HEIGHTS: Rarely, however has possibility rooftop or other unprotected heights.

CLIMB STAIRS OR LADDERS: climbing as frequently, using outdoor and indoor stairways for patient access, ladders would be used rarely.

WALK ON ROUGH or UNEVEN SURFACES: Frequently, at emergency scenes.

TWIST OR TURN: Frequently, getting into awkward positions to reach and move patients.

BEND/STOOP: Frequently, accessing patients and performing medical treatment at a scene and in the ambulance, performing station duties, putting away supplies.

CROUCH/SQUAT: Frequently, accessing patients and performing medical treatment at a scene and in the ambulance, performing station duties, putting away supplies.

CRAWL/KNEEL: Occasionally, accessing patients.

PUSH/PULL: Frequently in moving patients to and from cot, moving cleaning supplies, receiving and stocking medical supplies.

CARRY: Frequently in moving patients to and from cot, moving cleaning supplies, receiving and stocking medical supplies.

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

SHOULDER TO OVERHEAD: Frequently, accessing supplies at station and in the ambulance uses hands/fingers for IV access and other skills requiring fine touch and dexterity.

WAIST TO SHOULDER: Occasionally to frequently, accessing and moving patients at accident scenes (multiple times per response), performing emergency medical procedures.

KNEE TO WAIST: Occasionally to frequently, accessing and moving patients at accident scenes (multiple times per response), performing emergency medical procedures, performing combat duties.

FLOOR TO KNEE: Frequently for reaching down for patient/equipment at ground/floor level.

EXTENSION/FLEXION: Frequently, opening/closing ambulance or station doors and moving patients or equipment/supplies.

HANDLING/GRASPING: Frequently, handling cot, hospital beds, patients and associated equipment.

POWER GRASPING: Frequently, handling cot, hospital beds, patients, LifePak, ventilation kit, drug kit etc.

FINGER/FEEL: Frequently, starting IV's, applying tourniquets and bandages, using syringes, writing reports, typing on a computer, using a telephone.

OPERATE FOOT CONTROL: Frequently, when driving and ambulance or District managed vehicle.

SPEAK/HEAR REQUIREMENTS: Essential for assessing and treating patients.

SMELL: Essential, must be able to distinguish between noxious/toxic fumes.

VISION REQUIREMENTS: Near and far acuity, peripheral vision and depth perception is essential to perform the duties of this position.

LIFTING and/or CARRYING: Essential safety issues and must be able to lift and/or carry weights consisting of; equipment, patient, supplies and station related gear in all types of weather and varying terrain.

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

ENVIRONMENTAL CONDITIONS:

FUMES, CHEMICALS, DUST, ODORS: Smoke from fire standby; odors from cleaning solvents, fuels, vehicle exhausts including diesel exhausts, and toxic materials.

EXPOSURE TO EXTREME CHANGES IN TEMPERATURE: Extreme heat from fire standby and high environmental temperatures with humidity in excess of 80%, cold weather to below zero with well below zero wind chills, rain, snow, sleet, and rarely conditions of extreme and violent storms; duties performed under all kinds of weather conditions.

VIBRATION: Riding in emergency vehicles; inside vehicle during rescue extrication.

NOISE: High-pitched sirens and alarms, traffic noises, race car during standby, voices.

LIGHT: Duties performed under natural and artificial light conditions.

HAZARDS: rarely - exposure to fire, smoke inhalation, electrical shock, risk of falling from heights, violent patients, occasionally - slipping on wet/slippery surfaces, risk of being hit by falling objects, exposure to airborne and blood borne pathogens, weather extremes.

INDOOR OR OUTDOOR WORK: roughly 60% indoors and 40% outdoors.

Staff who perform field clinical operations duties must be physically and mentally capable of performing and functioning at the full range of physical/emotional demands of the position. Individuals returning to duty due to an injury or long-term illness will not be cleared to perform duties until medically cleared to perform and, successfully complete a Functional

Range of Motion test. Light duty may be offered if available as an option however work hours will be dependent on availability of light duty in another department which does not carry the physical demands similar to clinical operations.

- 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*

Clinical Operations Supervisor 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: _____