

**ORANGE COUNTY**

Department of Human Resource Services  
333 W. Santa Ana Blvd,  
Santa Ana, CA 92701  
Contact Us at

<https://clients.comcate.com/newrequest.php?id=36>

**INVITES APPLICATIONS FOR THE POSITION OF:  
Emergency Medical Services Coordinator - OC MEDS**

**SALARY**

\$34.45 - \$41.55 Hourly

**ISSUE DATE:** 08/11/15

**FINAL FILING DATE:** Continuous

**THE POSITION**

## **EMERGENCY MEDICAL SERVICES COORDINATOR - OC MEDS**

**This recruitment will be open for a minimum of five business days and will remain open on a continuous basis until 11:59 p.m. (P.S.T.) on the day the County's needs are met.**

**OPEN TO THE PUBLIC**

The eligible list established through this recruitment will be used to fill current and future Emergency Medical Services Coordinator positions with Health Care Agency, Emergency Medical Services until the next recruitment.

**THE COUNTY:**

Orange County is a desirable place to live - and is one of the premier employers in the region, as well as the third largest populated county in California. At the County you will find variety, individual opportunity, job satisfaction, and the pleasure of working with colleagues who are dedicated to making a positive difference.

Over the years, Orange County has established a reputation as an innovative leader among

local governments and serves over 3,000,000 people who live within its 34 cities. Residents enjoy over 42 miles of pristine beaches, three major harbors, vast wilderness parks, beautiful nature preserves, and 402 miles of riding and hiking trails. Orange County has top rated attractions from Disneyland to several major professional sports teams, a wide range of cultural arts as well as some of the highest quality public and private schools in the nation. There is no doubt that Orange County is a great place to work, live, and play.

## **HEALTH CARE AGENCY:**

The Orange County Health Care Agency is a dynamic organization dedicated to creating and supporting an environment that promotes the achievement of optimal individual, family and community health. Under the direction of the Agency Director, a dynamic executive team with an organizational structure comprised of four service areas - Behavioral Health, Correctional Health, Medical Services, and Public Health is committed to meeting the health needs of the diverse Orange County community. HCA delivers services to the community based on business values of Excellence, Leadership, Stewardship and Innovation. HCA embraces the County's values of a service-oriented culture that attracts and retains the best and the brightest, by fostering a spirit of collaboration and partnership.

Click here for more information about [Health Care Agency](#)

## **THE PROGRAM:**

The Orange County Emergency Medical Services mission is to plan, coordinate and oversee the highest quality prehospital and emergency medical care in response to individual needs and community crisis. Mutual cooperation, patient advocacy, advanced medical technology, electronic documentation and evidence-based data are the EMS program major strengths.

Please click [here](#) for more information about Emergency Medical Services (EMS).

## **THE OPPORTUNITY:**

The Orange County Emergency Medical Services (OCEMS) OC-MEDS Coordinator works under the direction of the OC-MEDS Program Manager and EMS Administer and is primarily responsible for assisting with planning, coordinating, implementing operating and maintaining OC-MEDS.

EMS Coordinators are responsible for a broad range of complex EMS system planning, operational, and quality evaluation activities. These responsibilities require the application of professional knowledge and skills in dealing with medical/nursing/paramedic/emergency medical technician standards of care.

The OC-MEDS is an interoperable system that is used by the OCEMS Program and local EMS providers and hospitals. The system captures documentation of patient care events by EMS providers in real time from the moment that 9-1-1 is called through discharge from an Emergency Department; including patient registries (trauma, cardiac and stroke) and a comprehensive licensure/certification module. The system is functional 24/7 and is a major component of local EMS system operations.

## DESIRABLE QUALIFICATIONS:

The ideal candidate will have a thorough understanding of Emergency Medical Services systems in California and possess a strong technical foundation including knowledge of electronic health record (EHR) and/or electronic prehospital care report (ePCR) software, medical/health data standards (ICD-9/10, NEMESIS, SNOMED, HL7, NTDB, etc.), computer-aided dispatch (CAD) systems, federal and state privacy and security statutes and regulations, and have documented experience with developing instructional lesson plans and delivering training materials to medical/EMS personnel.

In addition to the information listed above, the ideal candidate will demonstrate proven knowledge and experience with the following:

### Technical Competencies

- Three years of progressively responsible emergency management and/or emergency medical services experience, including project management
- Possess a bachelor's degree or higher in Nursing, Para-medicine, Computer Science, Information Systems or related field
- Completion of an approved Emergency Medical Technician Training Program
- Dataset Integrity and Security
  - Data Management
    - Local Data Dictionary Development
    - Data Standards Compliance
  - Policy / Procedure Development
  - Security Compliance
- System Operations, Interoperability, and Maintenance
  - System-wide Configuration and Support
    - Develop / Maintain EMS Service Sites (ePCR)
    - Develop / Maintain Base Hospital Sites (eBHR)
    - Develop / Maintain Receiving Facility Sites (Hospital Hub)
    - Develop / Maintain Patient Registry Sites
    - Develop / Maintain System Documentation Templates
    - Develop / Maintain System Validity Rules
    - System User Account Creation and Maintenance
  - Coordinate with vendors to establish and maintain CAD Integrations
  - Coordinate with vendors to establish and maintain data connections to support
    - Automated NEMESIS Imports from external systems
    - Health Information Exchange (HIE)
    - Licensure/Certification Payment Gateway (Authorize.net)
  - Create and Manage Licensure/Certification Module workflow and triggers including
    - Provider license/certification applications
    - Internal and External Process Workflow
    - Trigger Based Applicant Correspondence
    - Inspections Forms; Workflow; Correspondence

### Professional Competencies

- Provider Coordination and Training
  - Establish working relationships with EMS Providers and Hospitals
  - Establish communications and educational methods to provide clear and concise updates about the system
  - Develop lesson plans, user guides, and other educational materials regarding system modules and/or system enhancements
  - Coordinate and deliver training courses for both online and in-class audiences
- Recommend, develop and revise OCEMS policies and procedures
- Coordinating agendas and minutes for OC-MEDS Steering Committee
- Represent program area at Emergency Medical Care Committee (EMCC); Base Hospital Coordinators (BHC); Fire Chiefs EMS; Quality Assurance Board (QAB); Ambulance Association of Orange County (AAOC); and State sponsored committees
- Participate in planning, organization and monitoring of county-wide disaster exercises and actual events
- Experience with modern administrative methods and procedures, business correspondence and report preparation, statistical analysis and evaluations
- Effective research and record keeping expertise relevant to program area
- Present written and verbal correspondence, reports and materials in a clear, correct and comprehensible terms ranging from general notes to concepts

### Leadership Skills

- Vendor Coordination and Management
  - Coordinate software implementation and support activities
  - Scope of Work (SOW) for new software implementation
  - Notification and Management of Technical Issues
- Coordinate vendor contract
  - Invoicing and Quotes
  - Compliance and Renewals
- Ensure that Continuous Quality Improvement (CQI) processes in place are meeting the local need of determining overall effectiveness, quality and appropriateness of the EMS data system
- Exercise significant initiative, resourcefulness, and independent judgment when interpreting established policies, goals, objectives and when addressing sensitive, political, legal and otherwise complex system issues

### MINIMUM QUALIFICATIONS:

Please click [here](#) for the minimum qualifications for Emergency Medical Services Coordinator.

### PHYSICAL AND ENVIRONMENTAL CONDITIONS:

The County of Orange is committed to providing a means for applicants who may have a disability to identify areas in which they may request a reasonable accommodation. The following is a description of the physical and mental abilities, which are customarily required to perform the essential job functions of this position. Applicants are encouraged to contact the recruiter listed for any questions or to request an accommodation during the testing/selection process.

**Physical Characteristics:** Independent body mobility to stand, walk, bend, stoop, sit for prolonged time and to drive a vehicle; strength to lift and carry up to 50 pounds; manual dexterity to reach, grasp, manipulate small objects and precision instruments to give injections, take pulse and blood pressure; manual dexterity to hand write or use computer keyboard; vision sufficient to see/read gauges, thermometers and calibrated measuring instruments, labels on medications, computer screen and to drive a vehicle; hear and speak well enough to communicate with the public at normal conversation level in person and over the phone.

**Environmental Conditions:** Will be required to work in an office; conduct field ambulance inspections, wear protective equipment/clothing as required by protocol; may work in settings where patients who have a communicable diseases may have been; may be assigned to evenings, weekends and/or holidays during activation of the EMS Department Operations Center/OC Operational Area Emergency Operations Center. May require travel.

## **RECRUITMENT PROCESS:**

Human Resource Services screens all applications to identify the qualified candidates for the position based on the skills required to meet the needs of the County. After the initial screening, the qualified candidates will be referred to the next step and notified of all further procedures applicable to their status in the competition.

**Application Appraisal Panel | Application Rating** (Weighted 100%): An Application Appraisal Panel (AAP) of job knowledge experts will thoroughly screen and evaluate all application materials for job knowledge, competencies, and related experience described above. Only the more qualified candidates will be placed on the eligible list.

Based on the County's needs, the selection procedures listed above may be modified. All candidates will be notified of any changes in the selection process.

**Eligible List:** Once the assessment has been completed, HRS will establish an eligible list of candidates. Candidates placed on the eligible list may be referred to a selection interview to be considered for present and future vacancies.

Due to a change in California legislation in 2014, we are no longer allowed to ask for conviction history information at the time an applicant applies for a job. Rather, we are required to wait until it is determined the applicant has met the minimum qualifications for the classification. Once it is determined that an applicant has met the minimum qualifications, the applicant will be sent an e-mail notification requiring a prompt response to a brief conviction history questionnaire as a part of the recruitment process.

All candidates should check their e-mails on a daily basis, in order to ensure that they do not miss any e-mail notifications from the County of Orange regarding scheduling appointments or notifications.

## **ADDITIONAL INFORMATION**

## **APPLICATION AND SUPPLEMENTAL QUESTIONS:**

Apply online by clicking the **"Apply"** link above. Only online applications with completed supplemental questions, if applicable, will be accepted and evaluated unless otherwise specified.

Your application should highlight all of the experience, education and training you possess, matching this with the specific qualifications and competencies listed on the job announcement. All required information submitted will be evaluated in order to identify the most qualified candidates. Application and supplemental information must be current, clear, succinct and related to the requirements in this job announcement. You may only apply once. Duplicate and incomplete applications will be disqualified.

You are required to provide a full and complete response to each supplemental question. The information you provide may be used as a rating device, so please be detailed in your response. Failure to do so may result in a lower rating or "disqualification." Remember, this is a competitive recruitment and only the most qualified, will be referred further in the competition.

Clarity of expression, grammar, spelling and your ability to follow instructions may also be considered in the evaluation process.

**Note: Responses of "See Resume" or copy and paste of work experience are not a qualifying response and will not be evaluated or rated. Resumes will not be accepted in lieu of the application and any supplemental questions. If you have no experience, write "no experience" for the appropriate question.**

For detailed information on how to apply, [click here](#).

#### **EMAIL NOTIFICATION:**

**Email** is the primary form of notification during the recruitment process. Please ensure your correct email address is included in our application and use only one email account. **\*\*\*User accounts are established for one person only and should not be shared with another person. Multiple applications with multiple users may jeopardize your status in the recruitment process for any positions for which you apply.\*\*\***

Candidates will be notified regarding their status as the recruitment proceeds via email through the GovernmentJobs.com site. Please check your email folders, including spam/junk folders, and/or accept emails ending with "governmentjobs.com" and "ocgov.com." If your email address should change, please update your profile at [www.governmentjobs.com](http://www.governmentjobs.com)

#### **BACKGROUND VERIFICATION/SANCTION SCREENING:**

All employment offers are contingent upon successful completion of a background check consisting of employment history, professional references, conviction history, criminal check and educational verification (i.e., degree, license, and/or official transcript).

**Foreign degrees** require an evaluation for U.S. equivalency by an agency that is a member of the National Association of Credentials Evaluation Services (NACES). Education information provided is subject to verification. Individuals hired by the County of Orange through this recruitment **may be required** to provide an official copy of diploma, college transcripts or official evaluation of foreign degree for U.S. equivalency within two weeks following the employment start date.

Candidates will be required to pass the background check to the satisfaction of the hiring Agency/Department. All candidates will also be required to answer a conviction questionnaire as part of the recruitment process. A clean driving record may be required while employed in this classification (see minimum qualifications and classification description for required license).

**ADA/TESTING AND ASSESSMENT ACCOMMODATIONS:**

The County of Orange is committed to providing a means for candidates who may have a disability to identify areas, tests or other assessments in which they may request a reasonable accommodation. Candidates are encouraged to contact the recruiter listed for any questions or to request an accommodation during the testing/selection process.

To request a reasonable accommodation for any or all of the selection process components, please notify the recruiter immediately so appropriate accommodations may be made prior to the date of the selection component.

**BENEFITS:**

The County offers a competitive benefits package which includes a choice of several health plans, annual leave (includes paid vacation) and paid holidays. Additionally, the County provides a retirement plan, which has reciprocity with the Public Employees Retirement System (PERS). Participation in a deferred compensation plan is available. The County also offers \$3,000 annual Educational and Professional Reimbursement.

For detailed information on benefits [click here](#).

For detailed information on OCERS retirement [click here](#).

Click here for additional [Frequently Asked Questions](#)

For specific information pertaining to this recruitment, contact **Marivel Chang** at (714) 834-4144 or [mchang@ochca.com](mailto:mchang@ochca.com).

**EEO INFORMATION**

**Orange County, as an equal employment opportunity employer,  
encourages applicants from diverse backgrounds to apply.**



APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<https://clients.comcate.com/newrequest.php?id=36>

OR

333 W. Santa Ana Blvd,  
Santa Ana, CA 92701

EXAM #5709HP-0815-042 (O)

EMERGENCY MEDICAL SERVICES COORDINATOR - OC MEDS

MC

**Emergency Medical Services Coordinator - OC MEDS Supplemental Questionnaire**

- \* 1. **The information you provide will be used to rate your qualifications for the position. Incomplete information will result in a lower rating. Resumes will not be accepted in lieu of completing these questions. Please provide concise, descriptive, and detailed information when answering the question.** If you do not have experience, please write "NONE".

NOTE: 'See resume', 'See above', or copy and paste of your resume are not considered qualifying responses and will not be scored.

By selecting yes below, you acknowledge that you have read and understood this application requirement.

Yes  No

- \* 2. You must select one of the options which qualify you for competing for the Emergency Medical Services Coordinator. Please click the appropriate bubble associated with your qualifications below.

Possession of a valid Registered Nurse license issued by the California Board of Registered Nursing

Possession of a valid California Paramedic License

Completion of an approved Paramedic Training Program

Completion of an approved Emergency Medical Technician Training Program

None of the above

- \* 3. As part of your response to question #2 above, a clear copy of your valid California Registered Nurse license or evidence of completion of a Paramedic or Emergency Medical Technician Training Program **must be attached to your application for verification.**

Email or fax copies are not acceptable.

- \* 4. Please describe in detail your recent work experience as it relates to the technical competencies listed in this job bulletin. You must include the following in your response:

- Months and years of experience
- Your role, duties, and your level of responsibility
- Types of programs, services, and organizations you are involved with

- \* 5. Please describe in detail your work experience as it relates to the design, development and maintenance of computer software solutions for emergency medical services systems. In your response, please include months/years of experience.

- \* 6. Please describe in detail your work experience in developing instructional lesson plans and delivering training materials to medical/EMS personnel. Please include an example of your involvement, level of responsibility, and the name of the groups and organization which you collaborated with. Please include months/years of experience.

\* Required Question