

# County of Santa Clara Emergency Medical Services System



**Emergency Medical Services Agency**  
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## **HIRING NOTICE**

Please review the **EMERGENCY MEDICAL SPECIALIST (S09)** Open-Competitive recruitment at [www.sccgov.org](http://www.sccgov.org). This flyer is supplementary to the official job specification. The recruitment scheduled to close **October 7, 2015** but may remain open longer.

This recruitment requires the submission of an online application. No paper applications will be accepted. Applicants must apply online at [www.sccjobs.org](http://www.sccjobs.org). Computers are available at the County Government Center, 70 West Hedding Street, 8th Floor, East Wing, San Jose, CA 95110, during normal business hours, for applicants to apply online.

All applicants are required to complete the supplemental questionnaire. Applications received without the completion of the supplemental questionnaire will be rejected.

Benefit and Retirement information may vary from bargaining unit to bargaining unit. Due to changes in State Law, current pension provisions described in the union contracts are not automatically applied. Specific pension benefits for new hires who start on or after January 1, 2013 may be different than indicated in the union contracts.

## **EMERGENCY MEDICAL SERVICES SPECIALIST POSITION SUMMARY**

### **SALARY RANGE**

\$47.43 - \$57.66 Hourly  
\$3,794.40 - \$6,612.40 Biweekly  
\$8,221.20 - \$9,993.53 Monthly  
\$98,654.40 - \$119,922.40 Annually

### **DEFINITION:**

Under direction, to plan, organize, coordinate, direct, and monitor the County's emergency medical services system in order to establish and ensure compliance with the County's protocols, guidelines and contracts for operation of the emergency medical services system and its components.

### **THE CURRENT VACANCY:**

The Emergency Medical Services Specialist may be assigned to various areas of responsibility throughout the term of employment. Specific areas of responsibility have not been determined at this time. This position will serve as an EMS Duty Chief. Paramedic licensure strongly preferred, but is not required for this recruitment.

### **DISTINGUISHING CHARACTERISTICS:**

The Emergency Medical Services Specialist oversees one or more of the Emergency Medical Services Systems, including the prehospital systems. Specific assignments, and the range of duties performed within that assignment vary depending on the type of experience and licensure or certification required. The Emergency Medical Services Specialist is distinguished from the higher level of Senior Emergency Medical Specialist in that the Senior Emergency Medical Specialist has overall program management responsibility and supervises subordinate professional staff.

Initially, the selected EMS Specialist will manage the Professional Standards Unit. This unit is responsible for managing personnel certification and accreditation including EMTs, paramedics, field supervisors, etc.; coordination of investigations, and variance review and tracking. This position serves as an EMS Duty Chief on a rotational basis. Paramedic licensure strongly preferred, but is not required for this recruitment.

**THE IDEAL CANDIDATE:**

The *ideal* candidate exceeds minimum standard and has served as a 911 paramedic with over five year experience working in a busy EMS System with additional experience as a manager of programs or initiatives of at least moderate complexity, and have completed a bachelor's degree. The candidate must have the ability to manage assigned programs with minimal direction, ability to balance a flexible work schedule with Agency and program needs, and must have excellent project management skills. The candidate must have the ability to review and synthesize information, write policies, create succinct briefing documents, and to write professionally with technical expertise. The ideal candidate will possess a balance of formal education and experience that provides the cornerstone necessary to be successful in this highly demanding management position.

The County is seeking career-oriented applicants who are motivated to grow within the organization, are willing to take on new challenges, and looking for professional and personal advancement. The Santa Clara County EMS System is currently in the process of implementing the Santa Clara County EMS System Strategic Plan; this plan will provide many opportunities for growth but will require strong management skills.

The EMS Agency recognizes that it is rare to find a candidate with government based experience in managing EMS systems. As such, ideal candidates must be highly self-motivated and seek opportunities for professional development based on their professional needs.

**TYPICAL TASKS:**

(Depending upon area of assignment)

- Coordinates assigned emergency medical services program activities including planning, prioritizing, monitoring and participating in the agency-wide program meetings regarding program activities;
- Oversees and/or participates in the development, implementation and maintenance of program goals, objectives, policies and procedures to ensure achievement of program goals;
- Monitors activities and evaluates performance of emergency medical services providers, including EMTs, paramedics, Emergency Medical Dispatchers, Mobile Intensive Care Nurses, EMS Flight crew personnel and other prehospital care providers and equipment identified in the California Health and Safety Code;
- When assigned as Duty Chief, ensures activation and function of entire EMS system and coordination with other County and outside emergency agencies in response to critical incidents or disasters; including maintenance and operation of a Code-3 equipped vehicle;
- Provides administrative and technical direction to assigned program services staff to ensure compliance with various reporting requirements;

- Analyzes program services and evaluates changes and development of assigned health care program needs;
- Researches and applies for program funding sources, such as grants and donations; administers grants to ensure compliance with regulations;
- May prepare and administer annual budget for one or more assigned programs and monitors expenditures;
- Coordinates program activities with agencies, service providers and non-profit services;
- Provides staff assistance and technical support for assigned program activities to other County departments and special interest commissions and committees;
- Conducts organizational and operational service delivery studies and makes recommendations to address and resolve identified service delivery issues;
- Assists hospitals and private and public safety agencies in planning, implementing and maintaining prehospital emergency care programs;
- Establishes comprehensive stakeholder relationships and, assists and advises field and hospital emergency care personnel, communication personnel, medical-health professionals, community-based organizations and the public on matters pertaining to emergency medical service;
- Develops and coordinates the EMS component of disaster medical response and mass casualty incident plans and assists in the development of public health disaster response plans and procedures;
- Responds to, coordinates and manages disaster medical and mass casualty incidents;
- Investigates complaints of suspected violations of emergency medical care standards, policies and protocols, the County's health and welfare codes and State health and safety codes;
- Makes routine and unannounced inspections of EMS providers, including ambulance providers, paramedic units, base hospitals and trauma hospitals;
- Monitors emergency medical service delivery to ensure medical appropriateness and continuity of patient care;
- Provides regulatory oversight and general assistance to and monitors educational institutions involved in training of emergency prehospital care personnel;
- Participates in organizational and community meetings as necessary;
- Stays current on issues relative to assigned programs and services; responds to and resolves community and organizational inquiries and complaints;
- Establishes effective working relationships with representatives of community organizations, state/local agencies, management and staff, clients and the public;

- Uses specialized software and equipment including electronic emergency management programs and electronic hospital and disaster management systems, electronic patient tracking system, portable and mobile radios, satellite telephones wireless applications and emergency towing vehicle;
- Performs related work as required.

**MINIMUM EMPLOYMENT STANDARDS:**

Sufficient education, training, and work experience to demonstrate possession of the knowledge and abilities listed below.

A valid California Class C Driver's License and one of the following:

A valid license to practice as a Registered Nurse in California;

OR

A valid license to practice as a paramedic in California;

OR

A valid certificate to practice as an Emergency Medical Technician in California.

**Experience Note:**

The knowledge and abilities are normally acquired through training and experience equivalent to possession of a Bachelor's degree in Health Care Administration, Nursing, Public Administration or a related field and three (3) years of increasingly responsible emergency medical services experience. A Master's degree in one of the disciplines listed above may be substituted for one (1) year of health care experience.

Those not holding a Bachelor's or Master's degree must demonstrate greater than 3 years of field experience for consideration of equivalency. "Increasingly responsible emergency medical services experience" refers to management or supervisory experience. Typical examples include service as an EMS field supervisor, manager; coordinator of special services such as clinical care, special operations, etc. Progression from an emergency medical technician to paramedic, participation in committees and labor organizations does not typically meet this requirement. The core functions of this position emphasize project and program management, critical thinking, and communicating clearly, orally and in writing. Applicants must clearly demonstrate experience that matches the knowledge and abilities section of the job specification/hiring announcement.

**Special Qualifications for Duty Chief**

Must complete Emergency Vehicle Operators/Operations Course (EVOC) within six (6) months of hire; while on Duty Chief Assignment must respond to an emergency call within (10) minutes by phone or radio and must be within forty-five (45) minutes of Santa Clara County.

**Knowledge of:**

- Principles, and practices of prehospital care system management relating to one or more specialized service delivery programs;
- Health care organizational structure and program components;
- Principles and practices of program administration including budgeting, marketing, purchasing, management and program needs forecasting;

- Current legislation and trends affecting health care providers for assigned program areas;
- Program development and evaluation methods and report writing procedures;
- Medical terminology;
- Basic principles, practices and methods of training and evaluation;
- Basic statistical and research methods;
- Basic knowledge of investigative methods and disciplinary processes used within the EMS System.

Ability to:

- Coordinate the activities of a large program or multiple program components;
- Direct the work of others performing service delivery in assigned health care specialty areas;
- Coordinate the assigned health care programs with other health care agencies;
- Formulate, gather, analyze and present financial, informational and statistical data;
- Integrate the activities of a program to attain program goals;
- Analyze, interpret and explain program policies and procedures;
- Elicit community and organizational support for programs;
- Represent the County on assigned committees and with service providers;
- Understand, apply and implement Federal, State and County codes, ordinances, regulations and approved standards and guidelines for prehospital emergency care;
- Apply the tools of a specialty subject area as appropriate;
- Instruct individuals and groups in prehospital emergency care;
- Establish and maintain effective working relationships with the public, various agencies and other County employees;
- Communicate clearly and effectively, both orally and in writing, sometimes under highly stressful conditions.