STATE OF CALIFORNIA EMERGENCY MEDICAL SERVICES AUTHORITY

DUTY STATEMENT

GS 907T (REV. 04/02)

SHADED AREA FOR HUMAN RESOURCES ONLY

INSTRUCTIONS: Refer to the Payroll and Personnel Procedures Manual (PPPM) for Duty Statement Instructions.

RPA- **037**	EFFECTIVE DATE:

1. DGS OFFICE OR CLIENT AGENCY EMS Authority	POSITION NUMBER (Agency - Unit - Class - Serial)
2. UNIT NAME AND CITY LOCATED EMS Personnel Division	3. CLASS TITLE Staff Services Manager – I
4. WORKING HOURS/SCHEDULE TO BE WORKED 8:00 a.m. to 5:00 p.m. (Fulltime)	5. SPECIFIC LOCATION ASSIGNED TO Sacramento
6. PROPOSED INCUMBENT (If known)	7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 312-900-4800-005

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

8. BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the general direction of the Chief (HPM-II) of the Emergency Medical Services Personnel Division, the Staff Services Manager-I directs, monitors, and reviews the work of analysts who adopt, amend, and repeal regulations and guidelines, review and recommend approval for various training materials and training programs.

9. Percentage of time performing duties	10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use additional sheet if necessary)*
45%	**ESSENTIAL FUNCTIONS** All work is accomplished in accordance with EMS Authority guidelines and procedures, California Code of Regulations, Fair Labor Standards Act, Federal Fair Employment practices, Department of Finance (DOF), State Controllers Office (SCO), Federal and State laws (i.e. Americans with Disabilities Act, Family Medical Leave Act, etc.), Executive and Administrative Orders, State Administrative Manual, State Contracting Manual, Bargaining Unit Agreements, the Public Employees Retirement System, CalOSHA, the Department of General Services (DGS), using the Microsoft Suite of office products (Word, Excel, PowerPoint, Outlook, Access), and other technological and non-technological work tools. **<u>Supervisory Responsibilities</u>** In order to supervise staff in accordance with the California Code of Regulations, bargaining unit agreement guidelines, EMS Authority policies and guidelines, and Workers Compensation and CalOSHA guidelines, the SSM-I: • Monitors and evaluates performance using completed employee assignments and discussions with employees; provides on-the-job training to employees using either a one-on-one approach or in group settings. • Prepares and updates staff duty statements as needed. • Prepares written performance evaluations using probationary reports and Individual Development Plans under established timelines. • Provides injured employee(s) with the Employee's Claim For Worker's Compensation Benefits (SCIF 3301) and completes the SCIF Occupational Injury Report (SCIF 3067). • Follows departmental Return to Work and Bargaining Unit Agreement guidelines for the purposes of returning employees to full duty. • Encourages staff participation in departmental training for upward mobility purposes.

	ESSENTIAL FUNCTIONS (cont.) • Takes corrective action to improve performance following the constructive intervention process. • Grants or denies employee requests for time off or requests to work overtime by evaluating staffing levels and workload needs. • Verifies employees have sufficient leave credits available for the request for time off by reviewing balances and manually tracking as needed. • Recruits and hires staff (e.g. advertising, interviewing, selecting candidates, etc.) as needed. In order to lead the Personnel Standards Unit and the EMT 2010 Unit in operating effectively and to fulfill its mission, the SSM-I: • Develops goals and objectives for the individual units by assessing, anticipating, and identifying the needs of the unit and the unit's role in meeting those needs using various resources such as the strategic plan, customer surveys, budget change proposals, and management requests and feedback. • Plans day-to-day operations to institute and maintain a fair distribution of workload by utilizing effective management skills/tools in organizing, training staff, taking corrective action, and directing the work activities of staff. • Participates with the EMS Authority management team to evaluate and identify department needs and developing goals and objectives to meet those needs.
25%	**<u>Childcare and Epinephrine Autoinjector Training Program Unit</u>** In order to manage, organize, and/or oversee the school bus driver first aid, childcare first aid, CPR, preventive health, and layperson epinephrine auto-injector training programs by overseeing the workload of the staff and using the above guidelines, the SSM I: • Reviews monthly reports from the staff of investigatory cases of violations of statutes and regulations that pertain to EMS Authority approve school bus driver childcare first aid, CPR, preventive health and safety, and layperson epinephrine auto-injector training programs. • Reviews monthly reports from staff of training program materials submitted to the EMS Authority for review to monitor staff workloads. • Reviews and periodically updates policies and procedures regarding receipt and logging-in of training program materials, notifying training programs of training program approval, processing course completion sticker orders, collecting and accounting for funds received and preparing check transmittals for deposit, notifications to EMS Authority approved training programs of pending expiration of training program approvals. • Reviews the EMS Authority's web page to ensure that current information is posted on the web page. • Ensures the timely processing of course completion sticker orders by the staff. • Ensures the timely review of training program materials by staff. • Makes and/or reviews staff recommendations for legislative proposals and regulation revisions. • Reviews staff bill analysis pertaining to the EMS Authority's childcare and epinephrine auto-injector programs.
25%	**<u>Basic Life Support Program</u>** In order to manage, organize, and/or oversee the basic life support program by overseeing the workload of the staff and using the above guidelines, the SSM I: • Reviews the EMS Authority's web page to ensure that current information is posted on the web page. • Makes and/or reviews staff recommendations for legislative proposals and regulation development and revisions. • Reviews staff bill analysis pertaining to the automated external defibrillator programs, public safety first aid and CPR training requirements, EMT, Advanced EMT

	ESSENTIAL FUNCTIONS (cont.) practices, EMT and Advanced EMT Disciplinary Processes and Do Not Resuscitate. issues. • Reviews written correspondence from the staff for clarity and consistency with the statutes and regulations and the department's mission and philosophy. • Attends meetings of, and monitors progress of task forces convened to make policy recommendations to the EMS Authority. • Makes presentations to the EMS stakeholders, the Commission on EMS, and the public regarding EMS Authority related issues. • Participates in weekly My License Office meetings to assist the IT unit with systems improvements to the database.
5%	**MARGINAL FUNCTIONS** Represents the EMS Authority on departmental teams that may make decisions and develop processes that provide direction to staff. **Note**: During emergency operations, may be required to work in EMSA's Departmental Operations Center, other governmental Emergency Operations Centers or in EMSA's field Mission Support Team to provide assistance in emergency response and recovery activities. Staff are required to complete emergency management and Incident Command System (ICS) training based on their respective roles in a response and participate in periodic departmental and statewide readiness drills and exercises. Under these emergency operations, staff need to work effectively and cooperatively under stressful conditions with short lead times; work weekends, holidays, extended and rotating shifts (day/night); and may be required to travel statewide for extended periods of time and on short notice. **KNOWLEDGE AND ABILITIES** **Knowledge of:** Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Equal Employment Opportunity objectives; and a manager's role in the Equal Employment Opportunity and the processes available to meet Equal Employment Opportunity objectives. **Ability to:** Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's Equal Employment Opportunity objectives. **DESIRABLE QUALIFICATIONS** • Knowledge of and/or experience in emergency medical/disaster medical services, public health administration and/or a health/medical background. • Strong written, analytical, interpersonal and oral communications skills, • Experience in the rulemaking process.

DESIRABLE QUALIFICATIONS (cont.)

- Experience in applying for and managing grants.
- Experience in budget change proposals
- Experience in legislative proposals and legislative analysis.
- Experience in evaluating and developing alternative to resolve complex issues effectively with control agencies, internal and external customers, and others contacted during the course of work using the highest level of interpersonal and negotiating skills.
- Ability to plan, organize, and direct the work of a professional staff and meet critical deadlines.
- Excellent oral and written communication, planning, and creative problem solving skills.
- Ability to work well in a team or independently and take initiative and effective action to improve/create processes and procedures.
- Ability to maintain confidentiality of sensitive personnel related issues.
- Effective skills in using Microsoft Word, Outlook, Excel, and Access.
- Motivate and influence others toward effective individual or team work performance.
- Familiarity and sensitivity to the priorities, missions, and goals of the Administration, Department, and Division.
- Readily analyze information and draw conclusions.
- Receive and follow direction from high level executive staff.
- Focus attention on details and follow work procedures.

INTERPERSONAL SKILLS

- Communicate confidently and courteously in a diverse community.
- Commitment to quality customer service and fostering positive working relationships/partnerships.
- Willingness to accept increasing responsibility.
- Dependable, punctual, well-organized, mature judgment, loyalty, poise, tact, discretion, and detail oriented.
- Positive attitude, open-mindedness, flexibility, and tact.

WORK ENVIRONMENT, MENTAL AND PHYSICAL ABILITIES

- Appropriate attire for professional office environment.
- Effectively manage multiple and conflicting priorities and meet mandated timelines.
- Multiple tasks with changing priorities.
- Frequent and daily use of a PC and related software applications at a workstation.
- Maintain job required schedule and calendar.

11. SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
Sean Trask		

12. EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE