



COUNTY OF SANTA CLARA
INVITES APPLICATIONS FOR THE POSITION OF:

Emergency Medical Services Specialist

An Equal Opportunity Employer

SALARY

\$42.89 - \$52.14 Hourly \$3,431.52 - \$4,171.36 Biweekly \$7,434.96 - \$9,037.95 Monthly
\$89,219.52 - \$108,455.36 Annually

ISSUE DATE: 06/11/14

FINAL FILING DATE: 06/25/14. If the Final Filing Date states "Continuous", the application filing period may close any time after ten business days from the issue date of this job announcement if sufficient qualified applications have been received. Postmarks are not acceptable, therefore it is important to submit your application as soon as possible.

THE POSITION

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.

This recruitment requires the submission of an online application. No paper applications will be accepted. Applicants must apply online at www.sccjobs.org. Computers are available at the County Government Center, 70 West Hedding Street, 8th Floor, East Wing, San Jose, CA 95110, 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.

Submission of a valid license to practice as a Registered Nurse, Paramedic, or Emergency Medical Technician in the State of California is required.

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.

[Click here to access all Memoranda of Understanding and most recent Summary of Changes.](#)

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.

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.

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 SCVHHS 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.

Veterans Preference Information

This recruitment has been identified as non-entry level by the Human Resources Director. Any veteran who has submitted a copy of their DD214 form, and received an honorable discharge within the last five years, will be given a preferential credit of five percent (ten percent for those identified as disabled veteran's), after attaining a passing examination score for a numerically scored examination.

THE EXAMINATION PROCESS: The examination process may include one or more of the following: application review, application appraisal, preliminary competitive rating, performance test, written test, and/or oral interview examination.

This recruitment may require completion of Supplemental Questions in order to evaluate your education, training and experience relative to the required knowledge and abilities for the position you are applying for.

Your responses to the questions may also be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria. Your answers should be as complete as possible, as no additional information will be accepted from applicants once the Competitive Rating evaluation has begun.

*New Hires shall be subject to a pre-employment criminal background check.

DISASTER SERVICE WORKERS: Under California law, all County employees are designated as Disaster Service Workers (DSW). In the event of a catastrophic event, County employees may be expected to fulfill emergency action assignments. As DSW's, they may be assigned to assist in any disaster service activity that promotes the protection of public health and safety and preservation of lives and property.

INFORMATION ON PERS CONTRIBUTION: For new members, salaries above a limitation imposed by federal law (that limit per IRS is \$115,064 for 2014): (1) neither the County nor the employee makes contributions to PERS on the portion of salary that exceeds the limit, and (2) the portion of the salary that exceeds the limit is not used by PERS to calculate the retirement benefit. If you were a member prior to January 1, 2013, the limit is \$260,000 for 2014.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<http://www.sccjobs.org/>

OR

70 W. Hedding Street, 8th Floor, East Wing
San Jose, CA 95110

EXAM #14-S09-A
EMERGENCY MEDICAL SERVICES SPECIALIST
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Emergency Medical Services Specialist Supplemental Questionnaire

- * 1. Describe your experience as a key leader of an Emergency Medical Services related project, initiative, or program that was implemented within the last five (5) years. In your response, please include the dates and location of this experience.

- * 2. Describe your experience as a field training officer and/or as a member of a quality improvement committee. In your response, be sure to include your employer's name and the dates of employment.

- * 3. Describe your experience implementing complex, system-wide change(s) to an emergency services system. In your response, be sure to include your employer's name and the dates of employment.

- * 4. Are you a certified Ambulance Strike leader?
 Yes No

- * 5. Are you a Santa Clara County Accredited Emergency Medical Services Field Supervisor?
 Yes No

- * Required Question