

**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-

**004**

EFFECTIVE DATE:

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

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 direction of the EMS Systems Division Chief (HPM II), the incumbent serves as the EMS Systems CEMSIS Data, HIE, and QI Programs Manager. This position requires knowledge of: the collection and analysis of various types of data and the concept of database systems and validation involving the California Emergency Medical Services Information System (CEMSIS); the tools and technologies associated with Health Information Exchange (HIE); and quality improvement (QI) development and performance monitoring, and is responsible for the following duties.

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)***ESSENTIAL FUNCTIONS**

The Staff Services Manager I (SSM I) provides management and oversight of the administration of the CEMSIS, HIE, and QI Programs, consisting of three professional and technical staff, and establishes program goals and objectives, and evaluates the overall progress for meeting these goals and objectives. In addition, the SSM I provides professional support and technical assistance to 33 local EMS agencies (LEMSA), public and private EMS providers, public safety agencies, and various committees on EMS-related special projects. The incumbent plans, coordinates, oversees, and evaluates all stages and activities required in accordance with department policies and procedures, the California Code of Regulations and State statutes, federal grant requirements, and the State Administrative Manual, using the Microsoft suite of office products (Word, Excel, PowerPoint, Outlook), and other technological and non-technological work tools.

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

SUPERVISOR'S NAME (Print)

Tom McGinnis

SUPERVISOR'S SIGNATURE

DATE

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

**Essential Functions (cont.)**

35%

**CEMSIS Program:**

- Plans, organizes, and directs the work of the Data Systems Program Analyst responsible for the development, maintenance, and operation of the CEMSIS Program.
- Directs and supervises the development of all regulations, standards, guidelines, and policies for the CEMSIS Program.
- Directs the development of the program aspects through the, management, and review of data elements and code sets for compliance with the National EMS Information System (NEMSIS).
- Oversees the coordination with LEMSAs on local data system development to ensure compliance with CEMSIS.
- Verifies the data integrity to ensure compliance with rules associated with CEMSIS.
- Manages the development of standards and special request data reports.
- Manages the CEMSIS maintenance contract and coordinates with the software developer.
- Oversees CEMSIS implementation issues identified through site visits with LEMSAs and performs risk analyses to determine system impact and projected goals.
- Monitors and oversees the development of bill analyses and issue papers related to CEMSIS.

35%

**HIE Program:**

- Plans, organizes, and directs the work of the HIE Specialist responsible for the development and implementation of the HIE Program.
- Directs and supervises the development of all regulations, standards, guidelines, and policies for the HIE Program.
- Oversees the facilitation of access to, and the retrieval of clinical data to ensure an effective statewide system of coordinated emergency medical care.
- Oversees the statewide coordination of HIE between EMS field providers and hospitals in the exchange of prehospital EMS information.
- Directs and monitors the implementation of local assistance HIE pilot projects related to real time data submissions between providers and hospitals.
- Manages the planning, evaluation, implementation, and execution of the annual HIE Educational Forum (Summit) and ensures the goals and objectives of the forum are met.
- Communicates and coordinates with other departments, agencies, and associations in the oversight and implementation of HIE within the EMS community.

25%

**QI Program:**

- Plans, organizes, and directs the work of the QI Program Analyst responsible for the development, maintenance, and operation of the QI Program.
- Directs and supervises the development of all regulations, standards, guidelines, and policies for the QI Program.
- Directs the development and revisions of the State QI Program for submission to the EMS Commission for approval.
- Manages the review of all LEMSA's QI Plans.
- Assists program staff with the Statewide QI Committee.

### **Essential Functions (continued)**

- Oversees the analysis, development, and revisions of the State QI indicators for use by LEMSAs and EMS providers.
- Collaborates with CEMSIS staff to ensure the data system meets the needs of the QI Program including the review of data elements, code sets, and report generation.
- Researches data methodologies for consistency with approved specifications.
- Manages the planning, evaluation, implementation, and execution of statewide core measure workshops related to data collection and submission requirements by the LEMSAs.
- Monitors and evaluates QI grant activities.

5%

### **MARGINAL FUNCTIONS**

Makes presentations to management, federal and local government agencies and other officials, and stakeholders on the analysis, collection, management, and transmission of data and associated protocols.

### **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 Affirmative Action Program objectives; and a manager's role in the Affirmative Action Program and the processes available to meet affirmative action 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 affirmative action objectives.

### **SPECIAL REQUIREMENTS**

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. All staff are required to complete emergency management and Incident Command System training based on their respective roles in a response and participate in periodic departmental and statewide readiness drills and exercises.

Under these emergency operations, all 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.

**DESIRABLE QUALIFICATIONS**

- Knowledge of and/or experience in EMS, public health administration and/or a health/medical background.
- Knowledge of data systems, data input and reporting principles, and XML file use; general grant funding principles and the control and administration of divisional and program budgets.
- Excellent leadership and supervisory skills.
- Flexibility in response to constant change.
- Effectively manage time.
- Use interpersonal networking and conflict resolution skills effectively; effectively negotiate; clearly communicate both verbally and in writing.
- Effectively guide, coach and mentor individuals and teams; be proficient in all facets of human resource management including recruitment, retention, and staff development.
- Think critically and creatively to solve problems; analyze information and evaluate alternatives as part of the decision making process.
- Build and maintain strong working relationships with a multitude of internal and external customers including representatives within State, local and Federal government, stakeholders, consultants, and constituents.

**WORK ENVIRONMENT, MENTAL AND PHYSICAL ABILITIES**

- Professional office attire.
- Travel on an occasional to moderate basis and occasionally work overtime.
- Office environment, professional work attire.
- Effectively handle stress, multiple tasks, and tight deadlines calmly and efficiently.
- Consistently exercise good judgment and communicate effectively.
- Ability to communicate confidently and courteously with people of different backgrounds, ethnic origins, and personality types; the general public, private sector professionals and people of various levels of responsibility within state, local and the federal government.
- Possess the ability to multi-task with changing priorities.
- Daily and frequent use of personal computer and a variety of office software applications at a workstation.
- Ability to apply common sense understanding to carry out instructions furnished in written oral, or diagram form.