



Job Code: 0561  
FLSA: E  
Unit: MGMT  
Revised:

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## **EMERGENCY MEDICAL SERVICES - DISASTER PREPAREDNESS MANAGER**

### **DEFINITION**

Under the direction of the Fire Chief, assists in administrative operations for pre-hospital emergency medical services and disaster preparedness, including budget development and monitoring; develops policies and procedures for emergency management programs; exercises quality control over the Fire Department Emergency Medical Services programs and paramedic training programs; provides emergency and disaster response training to City employees and citizen's groups; provides technical assistance to public and private agencies; responds to significant emergency or disaster incidents; and performs other duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

The Emergency Medical Services - Disaster Preparedness Manager classification has a broad range of knowledge and independence in the application of policies and procedures related to emergency medical services and disaster preparedness programs. This is a management position encompassing both program and staff responsibilities while providing quality assurance, direction, and coordination of all emergency medical services and disaster preparedness activities.

### **SUPERVISION RECEIVED/EXERCISED**

Direction is provided by the Fire Chief. Manages committees of line employees, directs line employees in quality assurance training and emergency functions.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL FUNCTIONS**

#### **Administrative Functions**

Assists in the development of policies, procedures, and programs (e.g., quality assurance programs) for the Department and Cities; assists in the development and monitoring of the budget; reviews and recommends fiscal policies, procedures, and handling of funds; analyzes and prepares records and reports; assists in negotiation and administration of contracts; prepares operations manuals; and administers emergency medical services and disaster preparedness computer systems and applications.

#### **Emergency Medical Services - Disaster Preparedness**

Manages, directs, and supervises the preparation of all phases of the Cities' emergency plan; plans, coordinates, implements, and evaluates a variety of emergency medical services and disaster preparedness programs; monitors

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policies, procedures, and programs to ensure compliance with federal, state, and local laws, rules, and regulations; identifies program needs and sets program priorities; provides technical and administrative support to the Cities and assists agencies during an emergency or disaster; directs and controls staff and equipment during an emergency or disaster, as needed; and surveys emergency or disaster areas and participates as a member of the damage assessment team.

Communication

Acts as liaison between federal, state, and local agencies; responds to public inquires; provides technical assistance to government, public, and private agencies concerned with emergency and disaster preparedness plans, mitigation, response, and recovery; communicates with federal and state emergency planning representatives in supporting the City emergency services; serves on committees with City departments and agencies, commissions, and other groups related to emergency medical services and disaster preparedness; represents the Fire Chief in meetings and interactions with the public, other agencies, other City departments, and special interest groups; and makes public presentations, prepares reports, and maintains records.

Emergency Operations

When certified as a Paramedic or Mobile Intensive Care Nurse (MICN) and experienced in emergency vehicle and field operations, responds to mass casualty or unusual incidents to render patient care or provide scene direction as part of the medical command team; demonstrates a calm demeanor in disaster situations and provides effective patient care or makes triage decisions under the worst of circumstances; and when the City Disaster Plan is activated, responds in an emergency vehicle to the City's emergency operations center or forward operations post.

Training Functions

Creates and presents training curriculum on topics relating to emergency medical services and disaster preparedness response and recovery; prepares training materials and curriculum; plans and organizes emergency preparedness workshops and conferences in conjunction with other agencies; conducts periodic drills to test operating procedures and equipment; conducts education and training for awareness programs for City employees and citizen groups; and responds to public inquires regarding emergency preparedness.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

Demonstrated Knowledge of: Federal, state, and local emergency medical service management and disaster preparedness laws, rules, and regulations; principles and practices of emergency and disaster preparedness, response, and recovery;

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Basic Life Support (BLS) and Advanced Cardiac Life Support (ACLS), Cardio-Pulmonary Resuscitation, and first aid; roles and responsibilities of various agencies as they relate to pre-hospital BLS and ACLS care; City government organizations and functions; management and supervisory principles and practices, including planning, organization, delegation, and evaluation; budgetary processes and procedures; training principles and procedures, including use of audio-visual equipment, etc.; public speaking principles and practices; public contact and community relations; and computer systems and applications.

Demonstrated Skill to:

Coordinate functions and activities between City departments and outside agencies; control and influence individuals and teams to accomplish goals or to arrive at solutions; assign, monitor, and evaluate the work of others; prepare and execute detailed and comprehensive work plans in a timely and competent manner; prepare and administer budgets; communicate effectively in both oral and written form; listen to others attentively and with comprehension; analyze, prepare, and present concise and accurate reports; develop effective solutions and propose appropriate recommendations, including the ability to foresee the consequences of various alternatives; realize when a decision must be made, and be willing to take action or commit oneself; function as a positive role model for subordinate staff; maintain open lines of communication; provide a work environment that builds upon individual differences while focusing on team building; self-start, go beyond what is expected and originate action rather than just responding to events; recognize performance problems in subordinate staff, and determine effective corrective training, developmental or disciplinary measures; exercise initiative and sound judgment in both emergency and non-emergency situations; negotiate and administer a variety of administrative contracts; evaluate, establish, implement, and enforce administrative and operational policies, practices, and procedures; remain open to new ideas, approaches, or techniques; and exemplify an enthusiastic, resourceful, and effective customer service attitude with the public and co-workers.

Ability to: Plan, organize, and implement a City-wide emergency and disaster plan; establish and maintain effective work relationships with staff, managers, government, public, and private agencies; achieve journey level knowledge of field operations; obtain a comprehensive understanding of the Alameda County Mass Casualty Plan; adapt and contribute to the Department's cultural philosophy.

Experience, Education, and Training Guidelines: Any combination of experience, education, and training that would provide the best qualified candidates. A typical way to obtain the knowledge, skills, and abilities would be:

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Experience: Five years experience, including two or more years of "field" pre-hospital experience within the last five years (e.g.. Emergency Medical Technician, Paramedic, MICN, Flight Nurse). Three or more years experience of coordinating, planning, and implementing emergency service programs, including one year of providing lead direction or supervision. Experience in a fire suppression position, private ambulance, or as a Base Hospital Coordinator is highly desirable.

Education: Possession of a Bachelor's Degree in health science, business administration, public administration or closely related field. A Master's Degree in a related field is highly desirable.

Training: Any recent training such as academic courses and certification programs which are relevant to this job classification.

Certifications: Basic Life Support Instructor Certification, and Advanced Cardiac Life support Instructor Certification within the last two years is highly desirable. Certification by a federal, state, or local agency as an Emergency Program Manager, within the last two years is also highly desirable.

License: Possession of a valid California Driver's license with satisfactory driving record. State of California Emergency Medical Technician certification, paramedic license, and Mobile Intensive Care Nurse certification are highly desirable. License must be maintained as a condition of employment.

Other Requirements: Willingness and ability to work the hours necessary to accomplish the assigned duties, including after normal work hours; attend evening meetings; work extended hours under poor conditions and under high stress; travel locally and out of town to attend meetings or conferences of one day or more than one day during work and non-work hours.

Special Requirements: Essential duties require the mental and/or physical ability to: be on-call 24 hours-a-day, 7 days a week; work under highly stressful conditions for extended periods of time; wear appropriate medical safety equipment, work in a standard office environment, drive a motor vehicle; read fine print and computer monitors; write and operate a computer keyboard; hear and speak well enough to converse by telephone, in person, and to large groups and be clearly understood.

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