

Position Title : Field Supervisor
Salary Grade : DOE/Q
Supervises : All EMT's & Paramedics

Position No. : Varied
Position Status : Varied
Reports : CON/ASO

DISTINGUISHING FEATURES OF THE CLASS

The fundamental reason that this classification exists is to assist the Controller (CON) with ensuring effective Field activities and operations, including notifying the CON the need to purchase medical equipment, recruitment and discipline of personnel.

Essential Job Function:

The Field Supervisor will perform the regular duties at their appropriate level Basic EMT with the additional responsibility outlined in this job description and the following four tasks in bold print, **1) coordinate work schedule with ASO (or designee); and coordinate company meetings and trainings with Training & Education Department; 2) Ordering restock and inventory supplies; 3) Intervention strategies for the maintenance of vehicles and equipment; 4) Intervention strategies for the maintenance of living quarters, equipment and furniture and other duties for the effective/efficient daily operations.**

- Assist the CON in quarterly EMS evaluations of all EMT's to include objective points for improvement.
- Assist the CON in yearly performance review on all EMS personnel.
- In collaboration with the CON, supervise and evaluate probationary BLS/ALS personnel to ensure adequate skills have been obtained, documenting the progress in accordance with Department Operating Guidelines.
- Assist the CON in post-incident analysis with members to point out positive points and areas of improvement.
- Submitting to the CON thorough records of awards, recognition, counseling and the need for disciplinary actions.
- Work cooperatively with the CON in investigating EMS complaints both internally and externally, and provide proper course of action in accordance with company policies and procedures.
- Coordinate with the CON, the orientation of newly hired EMT personnel.
- Coordinate with the CON, the selection of vacation and other related scheduling requirements of assigned EMT personnel.
- Enforce and comply with all safety, security and all other company policies and procedures, standard operating procedures for compliance.
- Assure compliance with all local, state, and federal laws and regulations which include, but are not limited to Department of Transportation and other such agencies.
- Schedule appropriate staff in a timely manner to meet the varied demands of the community and hospital and will ensure that the staff is aware of scheduling to avoid crisis management. Considerations in scheduling will include, but are not limited to, safety, security, full or part-time, training and leave of absence.

- Ensure all supplies are stocked and equipment is ready to use in accordance with Operating Guidelines, excluding medication such as controlled substance.
- Ensure that the vehicle fleet is operated in a safe, professional, and defensive manner at all times, and will ensure that the vehicle fleet is maintained in accordance with company standards to ensure safe and efficient operation of all vehicles and compliance with all laws. In addition, ensure that the equipment is kept clean and orderly, both inside and out.
- Ensure that the facility (living quarters) is fully compliant with all company policies and procedures, standard operating procedures as well as all local, state, and federal laws such as OSHA, and respective rental/tenant agreements.
- Ensure the facilities (living quarters) interior and exterior are clean and orderly at all times with no safety or security hazards present.
- Attend necessary meetings, classes and conferences to improve the Quality Service Delivery of the emergency medical service system.
- Ensure proper security, safety, documentation & filing procedures are being used at all times through a delicate balance of on the job training, on-street inspections, paperwork review, and any other means available.
- Submit to the CON accounts' payable receipts and invoices and other documents as required.
- In general, expected to do what it takes to get the job done and ensure that the ambulance base remains fully operational. Any situations that are foreign, alien or beyond the control of the Field Supervisor should be communicated immediately to CON/ASO for immediate attention and decision on the matter.
- Remain flexible and willing to work varied work schedules. Work commitment is critical! Furthermore, will be expected to work under the pressure caused by adverse working conditions, tight deadlines, long hours, etc. while maintaining patience, confidence, and composure at all times.
- Be the example for others to follow and will be expected to perform all duties that will ensure the safe and healthy operation of the company, as well as any other job duties that may be operationally necessary.
- Ensures compliance with all management policies and procedures, standard operating procedures and counsels verbally and submits to the CON documents in writing all incidents of non-compliance in order to protect the company and to educate the affected individual(s).
- Maintain, support, and operate within all company policies and procedures, standard operating procedures and operating guidelines.
- The Field Supervisor interacts with many peers, subordinates, and customers, therefore proper grooming and professional appearance are important to gain not just a positive impression of the company, but to set a work place standard for all employees, and assure clothing is clean and presentable.
- Promote and instill Sacred Mountain Medical Services, Inc. (SMMS) mission statement and operational philosophy.

Knowledge/Skills/Abilities:

- Knowledge of modern supervisory practices and protocols and leadership techniques.

- Knowledge of full range of employee development, mentoring, coaching, and training methods, techniques and practices.
- Knowledge of current practices, methods, techniques and regulations pertaining to employee selection, evaluation and discipline.
- Knowledge of issues and problems encountered in employee relations, labor relations, human relations and customer service.
- Knowledge of full range of safety regulations, workplace safety awareness programs, accident prevention programs and hazard identification, and avoidance programs.
- Considerable knowledge of methods, materials and equipment used in emergency medicine and pre-hospital care.
- Thorough knowledge of Arizona's ALS and/or BLS protocols and procedures.
- Thorough knowledge of Arizona's ALS and/or BLS scope of practice.
- Extensive knowledge of department policies, rules and regulations, and controlling laws and ordinances pertaining to emergency medicine.
- Thorough knowledge of Sacred Mountain Medical Service's Standard Operating Procedures, Guidelines and Personal Policies Handbook.
- Thorough knowledge of the Incident Management System.
- Skill in motivating, encouraging, mentoring, and inspiring workers to meet productivity, safety, customer service and behavior goals.
- Skill in performing, monitoring, and insuring quality standards are met in the routine, emergency, and technical work performed by employees.
- Skill in selecting and applying verbal and written communication methods to inform, persuade, motivate, counsel, advice, and direct.
- Skill and ability to instruct utilizing multi-media and other educational resources.
- Skill in performing either basic, advanced life support procedures in accordance with medical protocols.
- Ability to maintain high personal level of motivation, job satisfaction, and productivity.
- Ability to assign, instruct and review work of subordinates in a manner conducive to Quality Service Delivery.
- Ability to understand, use and apply management and administrative information systems, technical manuals, policies, guidelines and procedures.
- Ability to make sound decisions and use good judgment in both routine and emergency situations.
- Ability to plan, organize and direct a group of people and assure productivity in accordance with company mission statement and goals.
- Ability to communicate effectively using a variety of methods and in a variety of settings and situations with senior management, employees at all organization levels, administrators and officials.
- Ability to understand and carry out verbal and written instructions and prepare and maintain a clear and comprehensive shift log, incident reports and equipment control records.
- Ability to execute an MCI and disaster plan and direct the work of members under their command in an emergent condition.
- Ability to establish and maintain effective working relationships with other members, professional groups, public safety agencies and the general public.

Essential Physical Skill:

Aptitudes required for work of this nature are good physical stamina, endurance, and body condition that would not be adversely affected by frequently having to sit, walk, stand, lift, carry, and balance at times, in excess of 125 pounds. Motor coordination is necessary because over uneven terrain, the patient's, the Paramedic's, and other workers' well being must not be jeopardized. Must possess good vision and hearing, be able to distinguish odors and maintain the same status throughout the term of employment.

Working Conditions:

The Field Supervisor works in circumstances varying from the classroom, administrative offices to ambulance base operations, and is exposed to physically and mentally stressful situations, including trauma, illness, contagious disease, extreme temperatures and contaminated environments. Due to the nature of the work, the Field Supervisor works in unpredictable circumstances involving the threat or actual presence of physical harm. The work contains an element of personal danger. Work is performed indoors and/or outdoors in emergency situations that may expose you to a variety of dangerous conditions. Work involves working in inclement weather, any hour of the day or night, to respond to emergency situations and requests for assistance. Driving company vehicles is a substantial portion of the job.

Required Experience and Training:**Pay Scale: DOE**

- Valid Arizona Driver's Licenses.
- High School Diploma (or equivalent) with two years of post high school education (or equivalent working experience).
- American Heart Association Healthcare Provider CPR Card or BLS Instructor (CPR).
- Preferably Arizona EMT or National Registry EMT-Basic or Paramedic Certification.
- Preferably 3-5 years of management and/or supervisory experience.
- Must be proficient in computer skills with emphasis in Word Processing, Data Field Management, Spreadsheets, and ability to utilize the most updated technological equipment, software and information (i.e. the internet, email, etc.) The company currently is standardized around Microsoft Office (Word, Excel, and Outlook).

Drug Testing/Substance and Alcohol Use

Final applicants will be required to voluntarily submit to pre-employment drug & alcohol testing on a "pass/fail" basis. Failure to submit to the testing will result in automatic termination of employment. The successful candidate will be subject to random drug & alcohol testing. Sacred Mountain Medical Service, Inc. is a strict tobacco, alcohol and drug free workplace and this policy in particular has become one of zero tolerance.