

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

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

DISTINGUISHING FEATURES OF THE CLASS

The fundamental reason that this classification exists is to assist the Controller (CON) and/or Chief Executive Officer (CEO) to direct and manage all base activities and operations, including discipline of personnel, maintenance of vehicles and equipment, control of expenditures, and assignment of personnel and equipment.

Essential Job Function:

The Field Supervisor will perform the regular duties at their appropriate level Basic EMT and Paramedic with the additional responsibility outlined in this job description and the following four tasks in bold print **1) coordinate work schedule with ASO and coordinate company meetings and training with training and education department; 2) ordering restock and inventory medical 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 and efficient daily operations.**

The Field Supervisor works a standard 40-hour administrative work week and sustains additional work hours when on travel to other bases or address complaints or problems. The person assigned to this position has moderate latitude for decision making and independent action for intervention strategies and action plans for programs of all districts and their ambulance bases.

- Conducts probationary and yearly performance reviews to include objective points for improvement.
- In collaboration with the CON/CEO, supervises and evaluates probationary BLS/ALS providers to insure adequate medical skills have been obtained, documenting the progress in accordance with Operating Guidelines.
- Assist the CON/CEO in post-incident analysis with members to point out positive points and areas of improvement.
- Submitting to the CON/CEO thorough records of awards, recognition, counseling and the need for disciplinary actions.
- Work cooperatively with the CON/CEO in investigating EMS complaints both internally and externally.
- Coordinate with the CON/CEO, the orientation of newly hired EMT's personnel.
- Coordinates the selection of vacation and other related scheduling requirements of assigned EMT personnel.
- Enforcing and complying with all safety, security and all other company policies and procedures, as well as all local, state, and federal laws and regulations which include, but are not limited to, DOT 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 medical supplies are stocked and equipment is ready to use in accordance with policy.
- 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, the Field Supervisor will ensure that the equipment is kept clean and orderly, both inside and out.
- Ensure that the facility is fully compliant with all company policies and procedures, as well as all local, state, and federal laws such as OSHA.
- Ensure the facilities 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, receipting & 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.
- Resolves problems encountered during daily operations and determines standards for problem resolution.
- Remain flexible and willing to work varied work schedules. Work commitment is critical! Further, the Field Supervisor 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. Accordingly, the Field Supervisor will be expected to perform any and 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.
- The Field Supervisor ensures compliance with all management policies and procedures, and counsels orally and submits to the CON/CEO documents in writing all incidents of non-compliance in order to protect the company and to educate the affected individual(s).
- The Field Supervisor interacts with many peers, subordinates, and customers. Therefore, a professional appropriate manner and dress is required at all times. Considering the great deal of interaction with peers, subordinates, and customers and considering how important perception is to our company, personal cleanliness (hygiene) is an absolute must.
- Provides back-up staffing on a part-time basis, as needed.
- Generally speaking, the Field Supervisor is expected to do what it takes to get the job done and ensure that the ambulance base remains fully operational. In situations that are foreign, alien or beyond the control of the Field Supervisor he/she can contact the CON/CEO for his/her attention and decision on the matter.
- Promote and instill Sacred Mountain Medical Services' mission statement and operational philosophy.

Knowledge/Skills/Abilities:

- Knowledge of modern supervisory 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 Policies and Procedures.
- 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 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 the scenes of medical emergencies. 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. A majority of work is performed indoors or outdoors in emergency situations that may expose the employee to a variety of dangerous conditions. Field Supervisors are exposed to physically and mentally stressful situations, including trauma, illness, contagious diseases, extreme temperatures and contaminated environments. Work also involves working in inclement weather, at all hours of the day or night, to respond to emergency situations and requests for assistance. Driving emergency vehicles is a substantial portion of the job. Living in dormitory quarters on a 24-shift basis may be required.

Required Experience and Training:

Pay Scale: DOE

- Valid Arizona Driver's Licenses.
- High School Diploma (or equivalent) with (2) two years of post-high school education (or equivalent working experience).
- American Heart Association Healthcare Provider CPR Card and BLS Instructor (CPR).
- Arizona EMT or National Registry EMT-Basic or Paramedic Certification.
- 3-5 years of management and/or supervisory experience.
- Proficient computer skills with emphasis in Word Processing, Data Base Management, Spreadsheets, and the electronic age, i.e. the Internet, e-mail, etc... The company currently is standardized around Microsoft Office 2007 (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 is a strict tobacco, alcohol and drug free workplace and this policy in particular has become one of zero tolerance.