



Job Description for:
Division Chief of Clinical Services
Kootenai County Emergency Medical Services System

Job Title: Division Chief of Clinical Services
Reports To: Chief of EMS
FLSA Status: Exempt
Work Hours: 40 hours + per week, call out, evenings/weekends and special events as needed.
Salary/Benefits: \$84350 - \$86300 per year plus: Staff Vehicle, Uniforms, Healthcare, and Retirement.

Position Summary:

The Division Chief of Clinical Services (Clinical Services Chief) develops, coordinates, and manages the clinical aspects for the EMS System partner agencies and other Emergency Service responders. The Clinical Chief assures clinical competence through monitoring provider credentialing, developing and administering “best practice” EMS protocols, monitoring translation of education into clinical practice through various mechanisms, and directing the overall EMS System educational programs. Overseeing and maintaining the Critical Care Transport Program. This position serves as a liaison between KCEMSS, EMS System agencies, and external system partners. This position carries the rank of Division Chief, reports to the Chief of EMS, and partners with the Medical Director, EMS System partners and other stakeholders to carry out the essential functions of this job.

Essential Duties and Responsibilities:

The following duties are representative of the general functions of the position. They are not intended to represent the entire function capacity of the position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, with or without a reasonable accommodation.

- Develop and maintain EMS System protocols in partnership with the Medical Director, EMS System partners and other stakeholders.
- Oversee EMS System credentialing and related processes, identifying gaps in the credentialing process, and implementing process improvements based on trend analysis and evidence-based practice.
- Implement strategic initiatives for overall system credentialing. Develop individual and system-wide credentialing materials, and coordinate educational or remedial plans as needed.
- Monitor, analyze, and report on: Clinical activity, in-field observation, and peer-review in order to provide objective clinical guidance. Develop and communicate new or revised protocols, procedures, or educational materials.
- Coordinate and participate in quality assurance and research activities for the EMS System with specific focus on patient care metrics and outcomes.
- Monitor EMS literature and national trends/best practices to promote cutting edge clinical practice within the EMS System. Monitor laws, regulations, and guidelines for their effect upon the EMS System.
- Respond to emergency and non-emergency calls; direct subordinates at the scene of emergency or at emergency operations or command center; perform total patient care: Vital signs, oxygen administration, and airway maintenance, I.V. establishment and maintenance, and interpretation of EKG rhythms.
- Develop and distribute communications from the EMS System Office including clinical memos and video presentations.
- Oversee and support the Critical Care Transport program.
- Collaborate with system partners to develop and implement system-wide clinical care processes.
- Work with computers and software to develop EMS reporting processes.
- Write quarterly and annual EMS System qualitative reports in conjunction with the EMS Chief.
- Present a monthly clinical division report to the KCEMSS Joint Powers Board.
- Attend EMS related meetings/conferences as required.
- Perform other related work as required.

Qualifications:

Knowledge of: Department rules, policies and procedures; research methods; incident command system principles and procedures; and current practice of pre-hospital medicine. **Ability to:** Communicate effectively both orally and in writing; lead and participate in work teams; constructively engage stakeholders; manage projects; observe and constructively direct the work of subordinates; effectively instruct on various practical and theoretical areas of EMS; and establish and maintain effective working relationships with partners. **Skilled in:** Application and operation of medical equipment; emergency driving, vehicle navigation, and map reading; presentation of training programs; data retrieval from various electronic sources, including electronic health records and other databases; validating, aggregating, evaluating, and providing meaningful reports based on electronic data.

Experience and Education:

- 10 plus years of EMS experience with at least five (5) in a paramedic capacity is required.
- Three (3) years of administrative/supervisory experience as a company officer or above is preferred.
- Bachelor's degree from an accredited college or university preferred; additional time/experience in EMS management could be substituted in lieu of degree.
- Experience in an ALS fire based EMS delivery system; EMS instruction, quality management, clinical supervision, provider credentialing, protocol development, and/or creation of original education programs is desirable.
- Experience with a Critical Care Transport program preferred.
- Must live in Kootenai County, Idaho to meet response requirements.
- Must be an Idaho Paramedic or be able to obtain Idaho Paramedic licensure. Must maintain clinical competence as a paramedic.
- Must have or be able to obtain within 180 days of employment CPR, ACLS and PALS certifications.
- Must have NIMS ICS 700, 100, 200 and 300 certifications. NIMS/ICS 400 is desirable.
- Computer proficiency with MS Office, database management, and reporting is required.
- Must possess a valid Idaho State Driver's license and the ability to meet vehicle insurance requirements.
- Must possess experience and the ability to meet requirements for operation of emergency medical vehicles.
- The position has been designated as "safety sensitive" and therefore the incumbent is subject to random drug testing.

Work Environment (Essential functions)

Work is performed primarily in an office setting, with occasional field work necessary for functional oversight and with moderate travel to and from local and regional trainings, meetings, conferences or similar. Incumbent works with personal computers, telephones, and other general office equipment that requires detailed dexterity. Work involves moderately extensive keyboarding and manual dexterity, and also entails general reaching, stretching, and lifting of standard office supplies, medical supplies, and equipment, such as paper, binders, heart monitors, oxygen bottles, bundles of linen, and more. Some walking, bending and carrying of heavy items is required. In the process of moving equipment around there is a possibility of exposure to blood borne pathogens. **Physical Demands typically involve, but are not limited to:**

Hearing and Speaking:

- Hear, understand and respond to verbal information in person, by phone, radio and other communications equipment.
- Speak clearly and concisely in English to a broad variety of small or large audiences.

Seeing and Reading:

- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communication formats.
- See and use all related communications equipment including telephones, radios and computer monitors.
- Ability to read, analyze, and interpret the most complex documents, manuals, and journals; to respond effectively to the most sensitive inquiries or complaints.
- Specific vision abilities include; close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Mental Acuity and Alertness:

- Understand, research, and respond to complex and varied information and instructions, including broad application of policies, procedures, laws, and regulations under complex circumstances.
- Manage and accomplish multiple tasks and priorities in a timely manner and with a high level of accomplishment and accuracy.
- Think through all aspects relating to issues or problems; identify, recommend and implement solutions.
- Balance diverse responsibilities utilizing independent initiative, judgment and discretion.
- Be generally available for on-call and/or irregular hours in case of emergency situations, such as activation of the Emergency Operations Center.

Manual Dexterity and Typing:

- Moderate use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in an office or communications center setting.
- Performing regular tasks requiring general manual dexterity.

Physical Dexterity:

- Sit, stand or walk as necessary.
- Stretch, reach, or lift objects or materials that may be up to 80 pounds.