

EMS Captain - Shift Supervisor (EMS 3-10)
Pulaski County Public Safety Department

Department: Public Safety

Reports to: Director (EMS 1) / Assistant Director (EMS 2)

Supervision Exercised: Supervises Lieutenants, Field staff, and manages shift operations.

Supervision Received: Work is performed with minimal instruction and supervision. Employee will undergo a six-month orientation period and will be evaluated at the end of the six-month term. Employee will be evaluated annually thereafter.

Classification (FLSA): Non- exempt, Full-Time.

Safety Sensitive Position Per VA Code 2.2.1201.1 – Fingerprinting Required

Drug & Alcohol Testing, Background Screening & Driving Record Required

Work Hours: As scheduled, including 24-hour shifts requiring holidays and weekends.

Essential Employee: Yes, see Pulaski County Personnel Policy.

ESSENTIAL FUNCTIONS: In conjunction with other Command Staff, supervises and manages the field staff within the EMS system. Acts as system-wide supervisor to ensure operational goals throughout the shift. Manages all on-duty EMS personnel, coordinates resources, and ensures system functionality. Ensures system readiness by overseeing vehicle and equipment checks. Coordinates responses to calls based on call type, location, and available resources. Provides pharmacy logistical and drug box exchange support as needed. Acts as primary EMS point of contact and supervisor throughout the shift.

JOB REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

RESPONSIBILITIES: The Captain is responsible for coordinating all of the factors necessary to ensure that the agency is capable of meeting the emergency medical needs of the community. These responsibilities include:

- Handling daily staffing and scheduling needs.
- Coordinating EMS response to incidents in accordance with established ICS, MCI guidelines, and agency policy.
- Performs command functions as designated by policy or the Director or Assistant Director.
- Assists with the orientation of new personnel using established checklists and mentoring processes.
- Encourage all staff members to work to reach their greatest potential. This may involve helping students by offering opportunities for skill practice or providing encouragement and recognition.
- Verification that equipment is in good working order and ready for use, to include

verification that unit checklists are completed as required.

- Work with the administration to coordinate needed equipment and building repairs.
- Promotes teamwork in order to maintain the cleanliness and appearance of buildings, vehicles, and equipment.
- Monitors EMS staff members during operations to verify that established policies are followed.
- Utilizes conflict resolution skills to resolve problems at the staff level whenever possible. Works with administration to resolve problems that can't be resolved at the staff level.
- Collect data that may be used to improve the performance of the system or the working conditions for staff members.
- In the absence of higher-ranking personnel, acts as a liaison between the public and the organization, and acts as a point of contact for other agencies and the organization.
- Support the mentoring and training process to prepare future leaders for this role.
- Work to reach the organizational goals as established by the Director and Assistant Director.
- Performs other duties as assigned.

ADA REQUIREMENTS: Emergency Medical Services is both a physically and emotionally demanding field. Staff members, who cannot physically or emotionally perform the tasks required, must be relieved from duty, either voluntarily or involuntarily. See VaOEMS TR-14A/TR-14B for minimum function job descriptions. Working conditions include:

- Normal work environment includes work duties out-of-doors in all types of extreme weather and temperature conditions.
- Appropriate protective measures are required for all procedures or other job-related tasks that involve an inherent potential for mucous membrane or skin contact to blood, body fluids, or tissue, or a potential for spills or splashes of them.
- Hepatitis B Vaccination is strongly recommended.
- Potential exposure to hazardous materials and situations.
- Lifting and positioning of patients is required.
- Must operate and travel in emergency services vehicles under both emergency and non-emergency conditions.

KNOWLEDGE, SKILLS, AND ABILITIES: In addition to the standard field staff member requirements, the Captain must possess:

- Thorough knowledge of the proper operation of the local EMS system and protocols
- A strong work ethic and the ability to motivate others
- Thorough knowledge of the EMS Procedures and Policies as well as the Pulaski County HR Policy Manual.
- Ability to establish and maintain satisfactory working relationships with other staff members, hospitals, and the general public.
- Skills as a competent ALS provider, and patient advocate
- A positive customer service mentality
- Ability to offer support to other team members in an honest, respectful, and professional manner.
- The ability to supervise on duty EMS staff, and be an effective communicator.

- Ability to follow up on projects and complete required paperwork as necessary.
- The ability to initiate the disciplinary process when needed, according to policy.
- The ability to handle sensitive information correctly and privately.
- The ability to operate emergency vehicles and maintains a good driving record per policy.
- Exhibits strong interpersonal and communication skills.
- Exhibits strong understanding of Incident Command.
- Must have strong knowledge of MCI Operations.
- Must be a positive role model for other staff members.
- Maintains a positive image for the department.

EDUCATION AND EXPERIENCE:

- Certification as a paramedic by the Virginia Office of EMS
- Hold Certification in ICS 100, 200, 300, 700, 800
- Must be a cleared Field Training Officer within 1 year
- Leadership and management training/experience preferred
- Certification as an agency approved instructorship is preferred

SPECIAL REQUIREMENTS:

- Completion of an approved Leadership/Management training program

PROFESSIONALISM AND CONFIDENTIALITY:

- Exhibits excellent work habits and interpersonal skills.
- Maintains privacy and confidentiality of patient information and other confidential or sensitive information.
- Understands and consistently implements all County and Department policies and procedures.
- Shares knowledge and assists other staff with day-to-day activities to promote effective teamwork to accomplish the goals of the department.

TRAINING AND JOB DEVELOPMENT:

- Develops and sets own personal goals for acquiring new skills and job growth.
- Participate in conferences, workshops, webinars, trainings and other opportunities as required by the department.
- Works with staff to discuss and resolve problems and provide ideas for improvement and efficiency within the department.

Note: This job description is not intended to be all-inclusive nor is it intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. An employee will also perform other reasonably related job responsibilities as assigned by the County Administrator, department head or supervisor. Pulaski County reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job

duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.

I have read, understand and accept the duties, standards and expectations required of this position. I hereby affirm my good faith compliance with all county policies, procedures and position requirements.

Employee: _____

Date: _____