

	Lower Providence Emergency Medical Service Standard Operating Guidelines	
	Subject: <i>Member Guidelines</i> – Chief Position Description	SOG #101-003A
	Approved: Chief Christopher J. Reynolds	Initiated: June 2017 Revised: April 2023

Classification

Chief of Operations – Full-Time – Exempt

Reports to

Executive Director
LPCCA Board of Directors

POSITION DESCRIPTION

Summary/Objective

The Chief of Operations is a full-time, exempt, salary position that will include a combination of scheduled provider time and administrative office time. The position will also require additional response to large scale incidents that occur within the coverage area.

The Chief of Operation will be responsible for overseeing, evaluating, coordinating, and managing the actions of both career staff and volunteers engaged in EMS operations. The Chief of Operations will have primary EMS responsibility for incidents that may require supervision of on-scene personnel as well as command, control and operational decision making as part of the Incident Command Structure.

The Chief of Operations will ensure effective and efficient service delivery in compliance with federal state and local laws and regulations. The Chief of Operations will ensure expenses and revenues are properly managed.

Essential Functions

1. Remain in compliance with ACT 37.
2. Provide pre-hospital care to ill or injured patients at current certification level, utilizing the decision making needed to properly transport patients to necessary medical facilities based on facility capability.
3. Assist in the development, planning and implementation of organizational goals and objectives.
4. Participates in the analysis, development, implementation and administration of organizational Standard Operating Guidelines, policies, and procedures.
5. Participates in planning and budgeting as part of the management team.
6. Ensure that all EMS Operations are performed according to departmental Standard Operating Guidelines, polices, protocols and applicable legal requirements established by Federal, State and Local Standards.
7. Assist in the search, scheduling, interviewing, hiring, orientation, and training of career staff and volunteers.

8. Oversee the administration of human resources policies, personnel performance evaluations, rewards, and discipline of career staff/volunteers.
9. Resolve conflicts, investigate complaints, and provide a detailed resolution for each incident investigated.
10. Represent the organization at State, County and Local Meetings.
11. Establishes and maintains a working environment conducive to positive morale, quality and teamwork.
12. Coordinate the direction of assigned personnel including monitoring work assignments, work closely with officers and committee heads to direct and mentor their efforts to manage staff and emergency scenes.
13. Act as employee advocate and liaison to Board of Directors.
14. Ensure proper staffing and completion of the Duty Schedule.

Competencies

1. Ethical Conduct.
2. Stress Management/Composure.
3. Problem Solving/Analysis.
4. Communication Proficiency.
5. Strategic Thinking.
6. Teamwork Orientation.
7. Diversity and Inclusion.

Supervisory Responsibility

The Chief of Operations will oversee all day-to-day operations of the organization.

Work Environment

While performing the duties of this position, the member continually works in outside weather conditions, including temperature extremes, during day and night shifts. Work is often performed in emergency and stressful situations. Individual is exposed to hearing alarms and hazards associated with rendering emergency medical assistance.

The member occasionally works near moving mechanical parts, in high, precarious places and is occasionally exposed to wet or humid conditions, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration. It is reasonably anticipated that the individual will be exposed to blood-borne pathogens and other infectious materials in the course of duties.

The noise level in the work environment is usually moderate, except during certain firefighting or rescue activities when noise levels may be loud.

Position Type/Expected Hours of Work

Daily Shifts will consist of 8-hour days 5 days weekly. The position may also consist of 12 or 24 hour shifts as needed to ensure proper coverage. The Chief is expected to complete at least one street (Ambulance Staffing) shift every 90 days. This position regularly requires long hours, night shifts and frequent weekend shifts. Additionally, off-hour meetings are frequently required.

Physical Demands

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this position.

While performing the duties of this position, the member is frequently required to sit; talk; hear; stand; walk; use hands and fingers to feel, handle, or operate objects; and reach with hands and arms. The member is occasionally required to climb, balance, stoop, kneel, crouch, crawl, taste and smell.

The member must frequently lift or move 250 pounds and up. Members must pass physical testing that includes lifting and moving and may be subject to repeat testing throughout membership.

Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Required Education and Experience

1. Current and Valid PA EMT-B, EMT-A, EMT-P, or HP Certification
2. Current and Valid Healthcare Provider CPR Card
3. Current and Valid Hazardous Materials Operations Certification
4. EMSVO Endorsement
5. NIMS 100, 200, 300,400, 700, 800
6. High school graduation or GED equivalent.
 1. Preference for associate or bachelor's degree in management, Emergency Management, or another related field.
7. Extensive knowledge of emergency medical treatment and business management or administration; and at least seven (7) years of experience in emergency medical service activities, including a least three (3) years as an operations officer, supervisor, or an administrator.
8. For the Chief of Operations to respond to an incident within a timely manner, LPCC requires the applicant to live within a 15-mile radius of the Main Station location.

Preferred Education and Experience

1. EMS Management Course.
2. Combination organization management experience.
3. Knowledge and experience of Emergency Management.
4. Project management principals.
5. Budgeting principals.
6. Modern office procedures, methods, electronic equipment, and computer applications experience.

Additional Eligibility Qualifications

1. Ability to speak and understand the English language.
2. Ability to make quick decisions and exhibit sound judgement, often in stressful situations.
3. Interpreting and applying departmental and organizational policies, procedures, and guidelines.
4. Interpreting and applying applicable federal, state, and local laws, codes, rules and regulations.
5. Skill in displaying leadership, initiative, and resourcefulness in work activities.
6. Ability to plan, program, coordinate and evaluate the activities of line officers and department heads.
7. Preparing and maintaining specialized records in assigned area(s) of responsibility.
8. Ability to establish and maintain effective working relationships with the career staff/volunteers, Senior Management, elected and governmental officials, as well as community groups, the news media and the public.
9. Managing projects.
10. Working independently.
11. Demonstrate excellence in oral, written, and interpersonal communication skills with functional experience of computer programs such as Windows, MS Office, Email and Internet Research.

Work Authorization/Security Clearance

All members are to maintain valid Criminal background checks, and ChildLine child abuse clearance certificates for the duration of membership. Checks are required to be submitted when requested.

AAP/EEO Statement

Lower Providence Community Center Ambulance provides equal employment and membership opportunities to all employees and applicants for employment or membership requests and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Other Duties

Please note this position description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the member for this position. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures

This position description has been approved by all levels of management:

Executive Director: _____

President – LPCC BOD : _____

Member signature below constitutes understanding of the requirements, essential functions, and duties of the position.

Member _____ Date _____

CC: File

