**WASHINGTON COUNTY**

**JOB DESCRIPTION**

NAME: DEPARTMENT: Ambulance Services

TITLE: Ambulance Services Director FLSA: Exempt

DATE: REPORTS TO: Board of Supervisors

This position will work a non-standard work week. Established public office hours of 8:00AM – 4:30PM for normal workweeks.Weekends, holidays, and evening work required. Responsible to provide 24-Hour Shifts – combination of in-house and on-call hours as necessary.

**PURPOSE OF POSITION:**

The Director is responsible for the day-to-day operations and administration of the Washington County Ambulance Services*,* and supports countywide quick responder service (QRS) units and the County Emergency Medical Services (EMS) Association. Plans, organizes, coordinates and evaluates functioning of ambulance services; conducts training and supervision of staff in order to ensure delivery of consistent high quality care thoughout the county; develops written protocols, policies and procedures; organizes, coordinates and evaluates all functions of the ambulance services; represents the department and county at local and regionaland statemeetings; prepares and manages the budget; prepares and presents regular reports to the Washington County Board of Supervisors; overall responsibility for clinical care, staffing, program planning, maintenance of vehicles, equipment and facilities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive.**

ADMINISTRATIVE

* Responsible to comply with all state and federal rules and regulations pertaining to applicable ambulance and EMS services, and complies with all regulations of the Iowa Department of Public Health - Bureau of Emergency & Trauma Services.
* Oversees the annual Ambulance budget.
* Develops and administers the annual Ambulance budget in cooperation with the Board of Supervisors; monitors expenditures and receipts.
* Financially plans for future equipment needs.
* Communicates timely, accurate information to the Board of Supervisors and volunteer EMS and QRS organizations.
* Prepares updated reports as requested.
* Oversees, directs and maintains the overall operations of the Washington County Ambulance Services and associated QRS units in the county.
* Act as a representative for Washington County in all aspects of public relations.
* Purchases equipment, materials and supplies in accordance with the budget and cost effectiveness; determines long range capital and equipment needs; prepares bid specification; reviews bids and purchases equipment.

OPERATIONS

* Develops and oversees the formation of department policies, goals and objectives.
* Ensures safety and efficiency in the workplace; submits policies to the state for approval.
* Establishes policies and procedures for Washington County Ambulance Services and QRS units to ensure the highest level of care of being rendered.
* Ensures that call time is covered.
* Monitoring of crew functions during emergency calls.
* Ensures emergency vehicles are maintained and repaired.
* Does rig maintenance checks, cot maintenance, medications checks, ordering supplies, fixing of equipment; daily checks.
* Cleans and maintains the Ambulance building and grounds.

CREW / ASSOC MEMBERS

* Encourages input from all crew members.
* Works with crew members and associated county QRS units, providing leadership, support and assistance with any concerns regarding ambulance services.
* Communicates effective performance measurements for each crew member.
* Coordinates training for new paramedics, emergency medical technicians (EMT) and billing staff; conducts or assists with the training as necessary.
* Addresses personnel issues in a timely and professional manner.
* Schedules continuing education training sessions for paramedics,EMTs, Emergency Medical Responders (EMR) and billing staff, and offering support to countywide QRS units.

BILLING & ACCOUNTS PAYABLE

* Manages the Ambulance department’s payables, accounts receivable and ambulance billing system.
* Available to the community for billing questions, general questions, and provides information and public relation.

REQUIRED KNOWLEDGE / SKILLS / ABILITIES

* Is knowledgeable of all state and federal rules and regulations pertaining to ambulance and EMS delivery.
* Serves as a paramedic and responds to emergency calls during scheduled work hoursas necessary.
* Ability to lift greater than 50 pounds.
* Ensures that call time is covered.
* Ability to take the initiative, develop ideas, problem solve.
* Proven knowledge of billing policies and procedures to ensure timely reimbursement.
* Positive leader.
* Ability to maintain effective working relationships with a wide variety of persons.
* Ability to plan and analyze department operations, develop alternatives and determine costs.
* Ability to prepare and administer an annual budget.
* Ability to supervise staff and ensure safety in the workplace.
* Ability to work and communicate effectively with County and city officials, volunteer staff, state officials, patients, and the general public.
* Prompt handling of consumer complaints and/or concerns.

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:

* High school diploma or equivalent; Bachelors degree with Business Administration preferred.
* Two to four years supervisory or management experience preferred (in EMS), including experience with employee relations, conflict resolution and critical thinking skills.
* Current Iowa Paramedic License.
* 4+ years active experience working in paramedics.
* Prior experience working with rural ambulance service operations.
* Valid Iowa Class D driver’s license or equivalent.
* Willing to relocate within Washington County Ambulance emergency response area.

Washington County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the employer.