POSTING PERIOD: October 1, 2013 - October 15, 2013

DEPARTMENT: Department of Emergency Medicine

JOB TITLE: EMS Supervisor / FDNY Liaison

HOURS/DAYS/SHIFT: Fulltime, 37.5 Hours
Flexibility for possible evenings and weekends

QUALIFICATIONS:
1. High School Diploma EMT-p certification required
2. Valid NYS Driver’s License required
3. AHA Instructor and/or CIC preferred
4. Previous managerial experience in the EMS field preferred.

EXPERIENCE:
1. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
2. Ability to write routine reports and correspondence.
3. Ability to type and work efficiently with a computer, printer, faxes, e-mails, scanning and computer software.
4. Ability to understand simple mathematics and inventory flow
5. Ability to communicate effectively
6. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

SUMMARY OF RESPONSIBILITIES: Responsible for the day-to-day operations of NYHQ EMS Division. Maintains that there is adequate personnel staff to effectively fulfill contractual and community obligations for patient care. Handles all orientation processes, hiring processes, training, supervision, discipline, employee relations, problem solving, and termination of employees in division as related to NYHQ contract with FDNY.

Responsible for the upkeep and preventative maintenance of all vehicles, equipment, and facilities. Ensures all employees in division are compliant with licensing, paperwork, and certification rules. Investigates any incident, accident, complaint, or concern and resolves situations related to event. Assures all standards are met for compliance with NYSDOH.

The qualified candidate must possess good attendance, punctuality, be organized and neat.
ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- **Responsible for day-to-day operations:**
  - All vehicles are maintained to required specifications.
  - Maintains responsible inventory management.
  - Handles any problem solving issues quickly.
  - Maintains open communication with Hunter Ambulance, NYHQ, Supervisors, and Directors.
  
- **Hiring, Orientation, Training, Discipline, Termination of Employees:**
  - Upon hiring of an individual, completes all necessary employee paperwork.
  - Ensures all employees provide and maintain proper certification for their position.
  - Provides employee orientation, training, and education to ensure excellent patient care and customer service by new employees.
  - Oversees Driver’s Education and appropriate vehicle safety training.
  - Handles any resignation, termination, counseling, or discipline of an employee in division.

- **Vehicles & Equipment**
  - Maintains all necessary licensing, inspections, preventative maintenance are done on any company vehicle, equipment, or facility used in the division.
  - Ensures employees maintain necessary inventory of supplies.
  - Reports to Administrative Director any accident, or incident involving a company vehicle.
  - Displays a working knowledge of equipment used in division.

- **Compliance**
  - Ensures each employee in division has licensing and accreditations up to date.
  - Maintains company vehicles are compliant to standards of NYSDOH, and FDNY REMSCO and able to pass any inspection.
  - Responsible for the upkeep of company buildings in compliance with any inspection.
  - Ensures any medication in inventory or on board Company vehicles is current – those with expired dates are discarded.
  - Ensure Medical Protocol is maintained in office and each company vehicle in Division.

- **Incidents, Accidents, Complaints**
  - Investigates any incident, accident, or complaint in division.
  - Communicates event to administrative director, and formulates a corrective action plan.

- **Confidentiality**
  - Maintains strict confidentiality regarding patient information in accordance with HIPAA regulations, as well as sensitive company and employee information.

- **Attends Meetings**
  - Attends company meetings, upon request.
  - Prepares documents, letters and statistics as requested by the Admin. Director.

- **Leadership**
  - Must have strong team orientation.
  - Must have strong customer-service skills.

- **Communication Skills**
  - Demonstrates effective verbal communication skills when interacting with other employees, patients, and customers in person or on the telephone.

Submit a current resume and cover letter to:

Attn: Darlene Mercieca  
Administrative Director, Emergency Medicine  
Drm9014@nyp.org