

**UNION COUNTY, SOUTH CAROLINA
JOB DESCRIPTION**

JOB TITLE: Assistant Director-Opioid Response Coordinator

DEPARTMENT: Emergency Medical Services

FLSA: Exempt

Pay Grade A19

Salary Range \$58,472.18-\$82,091.95*

***Applicants are not hired in at top pay**

GENERAL STATEMENT OF JOB

Under limited supervision, must be mentally and physically capable of functioning in this upper-level staff position within the Emergency Medical Services Department with responsibility for daily operations of all aspects of the department. Manages shift supervisors and oversees emergency responses. Manages and oversees the Union County EMS (UCEMS) Opioid Response Plan. Responsible for developing, implementing, coordinating, and evaluating all training for the department. Conducts and/or coordinates medical training as needed for first responders, law enforcement officers, county/city employees, and citizens including opioid abatement strategies, opioid treatment modalities, and follow-up guidelines. Participates in the Department's quality assurance process. Works closely with the Medical Control Physician. Provides field personnel with the information, supplies, and equipment needed to provide prompt, quality medical care. Assists the Director in all phases of planning and improvement, and acts as, and for, the Director as needed. Ensures compliance with all policies, procedures, and medical protocols. Responsible for the provision of medical care to victims of accidents or sudden illness. Responds to opioid incidents as available or in conjunction with UCEMS response units.

In addition to enforcing established administrative and operational parameters, the Assistant Director is expected to exhibit considerable initiative and judgement in dealing with daily challenges he/she must confront. The Assistant Director routinely operates without direct supervision. May act as Director as needed. Reports to the Emergency Medical Services Director.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Under limited direction, and in compliance with technical, administrative, regulatory, or professional standards and guidelines, manages the Union County Emergency Medical Services Opioid Response Plan. Responds to opioid incidents to establish patient contact, provide treatment and follow up care, and collect appropriate data. Develops rapport and outlines treatment options. Develops communication strategies regarding the Union County EMS response to the opioid crisis. Works with internal and external partners, community stakeholders, and county staff to identify potential program candidates suffering from opioid addiction or associated mental health illnesses. Establishes and builds partnerships with other agencies, community partners, and non-profits to find suitable treatment, education, and care programs for those affected. Conducts follow-up visits with those enrolled in the program to ensure continued progress. Develops and delivers training programs for internal and external stakeholders. Provides interagency coordination, including but not limited to Fire/EMS, Law Enforcement, community partners, and other

healthcare resources. Facilitates coordination across agencies relating to opioid response and mental health crisis, while working with multiple agencies and other stakeholder groups to mitigate the opioid epidemic.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, and disciplining. Assigns complaint investigations involving EMS staff to the appropriate chain of command and ensures appropriate personnel action is taken.

Attempts to resolve personal or professional conflicts through immediate corrective action or makes referral as indicated.

Responsible for the oversight of the County's Emergency Medical Service Continuing Education Program. Monitors training efforts, makes recommendations, and assists in training as necessary. Identifies areas of weakness within the service and takes corrective action. Assists in hiring, orientation, and training of new employees. Provides instruction and guidance to subordinates when indicated.

Develops, maintains, and oversees Union County EMS Quality Assurance and Quality Improvement Program.

Attends pertinent EMS related functions (staff meetings, public education events, P/R demonstrations, drills, etc.) as required. Assists with planning and implementation of these activities as required.

Monitors all EMS radio transmissions and procedures while at work. Reacts to system needs based on dispatch information.

Assists in the planning and implementation of new programs and procedures such as expansion planning, disaster preparedness, etc.

Collects and reviews reports prepared by subordinates; ensures that reports are accurate and properly completed. Enters data and generates reports to assist the Director as instructed.

Authorized to use a camera in accordance with departmental policy.

Remains on call twenty-four (24) hours per day, seven (7) days per week or as requested by the Director.

Interacts with the Department's Medical Control Physician to address quality assurance, training, and medical protocol issues.

Interacts and communicates with various groups and individuals, media, and the general public.

Acts as the Director in the absence of the Director. Responds to, and assumes medical command of, various scenes as necessary.

Fills in, as needed, for Shift Supervisor's.

MINIMUM EDUCATION, EXPERIENCE & TRAINING

Bachelor's degree in emergency services management, business, administration or other closely related field. Minimum of 5 years' experience as an Emergency Medical Technician Paramedic (EMT-P), NREMT and SC Paramedic Certification, BLS, ACLS, PALS, PHTLS (or equivalent) certifications. Valid SC Driver's License. SC Department of Public Health EMT and/or Paramedic instructorship (preferred).

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment, including suction units, immobilization equipment, intravenous infusions, syringes and medications, and cardiac/defibrillator monitors, two-way radios, mechanic's tools, etc. Must be physically able to operate a motor vehicle. Must be able to exert in excess of 100 pounds of force occasionally, and/or up to 75 pounds of force frequently, and/or 20 pounds of force constantly to move objects. Requires the ability to maintain body equilibrium when bending, stooping, crouching, climbing, reaching and/or stretching arms, legs or other parts of body, and to physically maneuver over and/or upon varying terrain, surfaces or physical structures. Physical demand requirements are for Very Heavy Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak to convey or exchange information. Includes giving instructions, assignments or directions to subordinates or assistants.

Language Ability: Requires the ability to read a variety of correspondence, reports, logs, etc. Requires the ability to prepare a variety of reports, forms, logs, records, etc., using prescribed formats. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages, including medical terminology and emergency response codes.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability coordinate hands and eyes rapidly and accurately in lifting and positioning or transporting objects, and operating motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, such as emergency medical equipment and hand tools. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, night vision, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress, and in emergency situations.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone and two-way radio.

Primary Work Location: Office environment, vehicle, and outside.

Protective Equipment Required: Personal Protective Equipment (PPE), hard hat, safety glasses, safety boots, respirators, and Self-Contained Breathing Apparatus (SCBA)

Environmental/Health and Safety Factors: Occasional exposure to unpleasant environmental conditions and/or hazards. Daily exposure to noise and vibration. Exposure to respiratory hazards and physical hazards. Seasonal exposure to extreme temperatures and wetness and/or humidity. Frequent exposure to mechanical hazards, electrical hazards, and fire hazards. Occasional exposure to explosives and communicable diseases. Rare exposure to chemical hazards, and physical danger or abuse.

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies, and procedures of the Emergency Medical Services Department as they pertain to the performance of duties of the Emergency Medical Services Assistant Director and the Opioid Response Coordinator. Has thorough knowledge of emergency medical procedures and techniques. Has thorough knowledge of equipment and supplies employed in emergency medical care of patients. Has thorough knowledge of procedures of extrication, movement of the injured or infirm, and rescue techniques. Has thorough knowledge of the psychological needs of the injured or infirm. Has thorough knowledge of the principles of supervision, organization, and administration. Has thorough knowledge of County geography and of the location of roads and streets within the County. Has thorough knowledge of two-way radio communications procedures and equipment, including emergency response codes. Has considerable knowledge of educational programs, techniques, and philosophies used in public health. Has considerable knowledge of the current literature, trends, and developments in the field. Has thorough knowledge of modern techniques and methods of emergency medical administration. Has considerable knowledge of applicable laws and ordinances and of departmental policies, procedures and regulations. Has considerable knowledge of the operating characteristics of the department and service requirements of the department. Has considerable knowledge of the hazards involved in emergency response operations and of the applicable safety precautions. Has considerable knowledge of the principles and practices of organization and administration. Has considerable knowledge of the principles of organization and administration. Has general knowledge of the current literature, trends and developments in the fields of emergency management and responsibilities. Is skilled in conducting conferences, leading discussions, and instructing training classes. Is skilled in identifying an accident victim's condition and applying emergency medical care. Is able to respond quickly, calmly, and effectively in emergency situations. Is able to safely drive an ambulance at high rates of speed. Is able to assign, direct, supervise, and appraise the performance of subordinates. Is able to lift substantial weight. Is able to understand and follow oral and written instructions. Is able to research program documents and narrative materials, and to compile reports from information gathered. Is able to make routine administrative decisions independently in accordance with laws, regulations, and County policies and procedures, and to solve problems, and answer questions. Is able to develop and modify work procedures, methods and processes to improve efficiency. Is able to exercise tact and courtesy in frequent contact with medical professionals and the general public. Is able to establish and maintain effective working relationships as necessitated by work assignments.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all County departments and divisions, co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, County policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to County policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with County policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the County.

Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Planning: Plans, coordinates and uses information effectively in order to enhance activities and production. Knows and understands expectations regarding such activities and works to ensure such expectations are met. Develops and formulates ways, means and timing to achieve the goals and objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve such goals and objectives.

Organizing: Efficiently organizes work and that of subordinate staff well. Ensures that personnel understand what results are expected of them and that each are regularly and appropriately informed of all matters affecting them and/or of concern to them.

Staffing: Works with upper management, where appropriate, to select and recommend employment of qualified personnel. Personally, directs the development and training of division personnel under charge, ensuring their induction, orientation and training.

Leading: Provides a work environment, which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to personnel under charge concerning their performance. Commends and rewards employees under charge for outstanding performance, and takes timely and appropriate disciplinary action as necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of established goals and objectives.

Controlling: Provides a work environment that is orderly and controlled. Coordinates, audits and controls manpower and financial resources efficiently and effectively. Coordinates, audits and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of established standards, methods and procedures.

Delegating: Assigns additional duties as necessary and/or appropriate in order to meet goals, enhance the abilities of personnel under charge, build their confidence and assist them in personal growth. Has confidence in staff to meet new or additional expectations.

Decision Making: Exercises discretion and judgment in developing and implementing courses of action affecting functions under charge. Recognizes when a particular policy, procedure or strategy does not foster the desired result, moves decisively and explicitly to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness functions under charge. Employs imagination and creativity in the application of duties and responsibilities. Is not averse to change that supports achievement of goals and objectives.

Human Relations: Strives to develop and maintain excellent rapport with personnel under charge. Listens to and considers their suggestions and complaints and responds appropriately. Establishes a work environment to promote and maintain mutual respect.

Policy Implementation: Has a clear and comprehensive understanding of policies regarding functions under charge and the function of the organization. Adheres to policies in the discharge of duties and responsibilities and ensures the same from personnel under charge.

Policy Formulation: Maintains awareness of changes in operating philosophies and policies and routinely reviews policies to ensure that any changes in philosophy or practice are appropriately incorporated into functions under charge. Recognizes and understands the relationship between operating policies and practices and morale and performance. Strives to ensure that established policies enhance same.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date