

**UNION COUNTY, SOUTH CAROLINA
JOB DESCRIPTION**

**JOB TITLE: OPIOID RESPONSE COORDINATOR-TRAINING OFFICER
EMERGENCY MEDICAL SERVICES DIVISION
EMERGENCY SERVICES DEPARTMENT**

JOB TITLE: Opioid Response Coordinator – Training Officer
DEPARTMENT: Emergency Medical Services
FLSA: Exempt
Pay Grade: A18
Salary Range: \$55,682.06 – \$76,760.63*

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

GENERAL STATEMENT OF JOB

Under limited supervision, must be mentally and physically capable of developing, implementing, coordinating, and evaluating all training for the Department. Manages and oversees the Union County EMS (UCEMS) Opioid Response Plan. Conducts and/or coordinates training as needed for first responders, fire departments, 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. Ensures compliance medical protocols. Reports to the Emergency Medical Services Director.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Manages and oversees the Union County EMS Opioid Response Plan.

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.

Responds to opioid incidents as available or in conjunction with UCEMS response units.

Responds to opioid incidents to establish patient contact, provide treatment, and follow up care, and collect appropriate data.

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.

Enrolls individuals into the Union County EMS (UCEMS) Opioid Program and assists with navigating through the care process.

Provides advocacy when needed to assist individuals with finding resources for recovery.

Conducts follow-up visits with those enrolled in the program to ensure continued progress.

Develops and delivers training programs for internal and external groups.
Works with multiple agencies and other stakeholder groups to mitigate the opioid epidemic while providing interagency coordination.

Identifies community partners to assist with new patient identification and treatment plans.

Functions as an ALS first responder and as back up to ambulance crews.

Responds, assists and may function as medical command during multi-patient incidents or in special circumstances.

Responsible for creating and maintaining an inventory of the Department's training equipment and teaching aids.

Maintains and repairs training equipment and ensures readiness of training equipment.

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

Maintains readiness of assigned vehicle.

Coordinates and maintains required records.

Monitors activities of UCEMS personnel. Assesses appropriateness of care provided and actions of personnel.

Responsible for all aspects of the Department's DPH approved Continuing Education Program (CEP).

Responsible for the oversight of the County's Emergency Medical Service Continuing Education Program.

Assists in hiring, orientation, and training of new employees.

Trains and orients new employees in department policies and procedures.

Provides instruction in all necessary areas for the department personnel.

Functions as a liaison with area hospitals and other public safety agencies. Attends and participates in meetings and other functions, when appropriate.

Assists and advises outside agencies with regard to medical training, as necessary.

Maintains accurate filing system and training records.

Monitors EMS radio traffic. Reacts to system needs as warranted.

Assists in planning and implementation of new programs and procedures as requested by the Director.

Attempts to resolve conflicts involving UCEMS personnel through corrective action or makes referral as indicated.

Attends pertinent EMS related functions (staff meeting, public education events, public relations events, etc.) as required. Assists with planning and implementation of these activities as required.

Communicates effectively with diverse groups of people verbally, and in writing.

Demonstrates and maintains proficiency in the use of computers, projectors, and other audio / visual equipment.

Monitors training efforts, makes recommendations, and assists in training as necessary.

Identifies areas of weakness within the service and takes corrective action.

Provides instruction and guidance to subordinates when indicated.

Staffs an ambulance and provides patient care as system conditions warrant.

Performs all other related duties as assigned.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE

Requires a high school diploma.

South Carolina Paramedic and National Registry certification supplemented by at least six years of EMS experience at the paramedic level.

Must be in good physical health.

Must possess and maintain additional certifications in the following;

ACLS, BLS, PALS, PHTLS (or equivalent) certifications

DOT EMS Instructor Methodology or Fire Service Instructor I and II

Must possess and maintain instructor certifications in the following;

BLS Instructor

ACLS Instructor

PALS Instructor

SC Department of Public Health EMT Instructor

Must be proficient in the use of personal computers, Microsoft Office applications, and various types of multi-media equipment.

Must possess a valid South Carolina driver's license and have an acceptable driving record.

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 Training Officer 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