



MENDOCINO COUNTY CIVIL SERVICE COMMISSION

AGENDA

SCOTT WARD
1ST DISTRICT
COMMISSIONER – VICE
CHAIR

TERRY POPLAWSKI
2ND DISTRICT
COMMISSIONER

SHERRIE EBYAM
3RD DISTRICT
COMMISSIONER

GINNY FETH-MICHEL
4TH DISTRICT
COMMISSIONER

MARILYN HARDEN
5TH DISTRICT
COMMISSIONER - CHAIR

DATE: Wednesday, October 16, 2019
TIME: 9:00 A.M.
PLACE: Board of Supervisors Chambers
501 Low Gap Road, Room 1070
Ukiah, CA 95482

AGENDA

Following the posting of the agenda, the agenda and supporting documentation is available for public review at the Human Resources Department, 501 Low Gap Road, Room 1326, Ukiah, CA 95482 during regular business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. or at: www.mendocinocounty.org/hr.

The County is committed to making its Commission meetings accessible to all citizens. Individuals with special needs may call telephone number (707) 234-6600, email hr@mendocinocounty.org, or send a facsimile transmission to (707) 468-3407.

Those attending the meeting are advised that cell phones and electronic devices are to be silenced during the meeting.

1. OPEN SESSION

Roll Call

2. APPROVAL OF MINUTES

Approval of Minutes of September 18, 2019 Regular Meeting and September 19, 2019 Special Meeting.

3. PUBLIC EXPRESSION

This is an opportunity for the public to address the Commission on matters not listed on this agenda. If you wish to speak, please use the microphone at the lectern. Please begin by stating your name and the organization you represent, if any. The Chair of the Commission may impose a time limit on any speaker depending on the number of people wanting to speak and time available. In the event comments are related to an item scheduled on the agenda, speakers may be required to wait to make their comments until that item is considered.

4. EMPLOYEE ORGANIZATION

This agenda item is to be used for Employee Organization representatives to present information/requests to the Civil Service Commission.

5. CLOSED SESSION

Any public reports of action taken in the closed session will be made in accordance with Government Code sections 54957.1.

5a) Pursuant to Government Code Section 54957(b) – Employment Application Appeal
Title: Substance Abuse Counselor I

5b) Pursuant to Government Code Section 54957(b) – Public Employee Performance Evaluation
Extension of Probationary Period
Title: Eligibility Specialist I – Health & Human Services Agency

6. CLASSIFICATION STUDIES

Emergency Medical Services Series

6a) Proposed Classifications: Emergency Medical Services Administrator, Emergency Medical Services Specialist

6b) Proposed Classification Specification Modification: Emergency Medical Services Coordinator

7. HUMAN RESOURCES DIRECTOR REPORT

This agenda item is to be used for the Human Resources Director to provide information to the Commission regarding Human Resources issues.

ADJOURN

The meeting will adjourn when all business has been covered.



**CIVIL SERVICE COMMISSION
COUNTY OF MENDOCINO
501 Low Gap Road, Room 1326
Ukiah, CA 95482**

SUMMARY/ACTION MINUTES

DATE: Wednesday, September 18, 2019

LOCATION: Board Chambers
501 Low Gap Road
Ukiah, CA 95482

TIME: 9:00 A.M.

COMMISSIONERS PRESENT: Scott Ward, Terry Poplawski, Sherrie Ebyam, and Marilyn Harden

COMMISSIONERS ABSENT: **GINNY FETH-MICHEL**

ALSO PRESENT: Juanie Cranmer, Human Resources Manager
Shellie Tubbs, Office Services Supervisor

CALL TO ORDER

The September 18, 2019, Civil Service Commission meeting was called to order at 9:00 A.M. by Chair Harden.

AGENDA ITEM No. 1 – ROLL CALL

Present: Commissioners Ward, Ebyam, and Poplawski. Chair Harden presiding.

Absent: Commissioner Feth-Michel absent by prearrangement.

AGENDA ITEM No. 2 – APPROVAL OF MINUTES

COMMISSION ACTION: Upon motion by Commissioner Poplawski, seconded by Commissioner Ebyam, and carried (4/0; Commissioner Feth-Michel absent); IT IS SO ORDERED that the minutes of the August 21, 2019, Commission meeting are approved as presented.

AGENDA ITEM No. 3 – PUBLIC EXPRESSION

NONE.

AGENDA ITEM No. 4 – EMPLOYEE ORGANIZATION

NONE.

AGENDA ITEM No. 5 – ADJOURN TO CLOSED SESSION – PERSONNEL MATTER/S

Any public reports of action taken in the closed session will be made in accordance with Government Code section 54957.1.

ADJOURNED TO CLOSED SESSION: 9:03 A.M.

5a) Pursuant to Government Code Section 54957(b) – Employment Application Appeal
Title: Legal Clerk II

5b) Pursuant to Government Code Section 54957(b) – Public Employee Performance Evaluation –
Extension of Probationary Period
Title: Staff Assistant II

RECONVENED IN OPEN SESSION: 9:30 A.M.

Report of action taken in Closed Session

5a) **COMMISSION ACTION:** By unanimous vote (4/0, Commissioner Feth-Michel absent); IT IS SO ORDERED that the Commission upholds Human Resources' denial of the application appeal.

5b) **COMMISSION ACTION:** By unanimous vote (4/0, Commissioner Feth-Michel absent); IT IS SO ORDERED that the extension of probationary period of the affected incumbent be approved for a period of six (6) months.

ADJOURNED BACK TO CLOSED SESSION: 9:33 A.M.

5c) Pursuant to Government Code Section 54957(b) – Disciplinary Appeal Hearing
Title: Executive Office – Facility and Fleet Division; Custodian

RECONVENED IN OPEN SESSION: 4:08 P.M. Chair Harden announced the hearing would continue in closed session as a Special Meeting on September 19, 2019 at 9:00 a.m.

AGENDA ITEM NO. 6 – CLASSIFICATION STUDIES
NONE.

AGENDA ITEM NO. 7 – HUMAN RESOURCES DIRECTOR REPORTS
NONE.

ADJOURN
THERE BEING NOTHING FURTHER TO COME BEFORE THE COMMISSION, THE MENDOCINO COUNTY CIVIL SERVICE COMMISSION ADJOURNED AT 4:10 P.M.

Juanie Cranmer
Human Resources Manager and Secretary to the Civil Service Commission



**CIVIL SERVICE COMMISSION
COUNTY OF MENDOCINO
501 Low Gap Road, Room 1326
Ukiah, CA 95482**

SUMMARY/ACTION MINUTES

DATE: Thursday, September 19, 2019 - Special Meeting

LOCATION: Conference Room B
501 Low Gap Road
Ukiah, CA 95482

TIME: 9:00 A.M.

COMMISSIONERS PRESENT: Scott Ward, Terry Poplawski, Sherrie Ebyam, and Marilyn Harden

COMMISSIONERS ABSENT: **GINNY FETH-MICHEL**

ALSO PRESENT: Juanie Cranmer, Human Resources Manager
Kao Saeturn, Sr. HR Analyst
David Rapport, Commission Counsel
Christian Curtis, Acting County Counsel
Steve Dunncliff, Deputy CEO

CALL TO ORDER

The September 19, 2019, Civil Service Commission special meeting was called to order at 9:00 A.M. by Chair Harden.

AGENDA ITEM NO. 1 – ROLL CALL

Present: Commissioners Ward, Ebyam, and Poplawski. Chair Harden presiding.

Absent: Commissioner Feth-Michel absent by prearrangement.

AGENDA ITEM NO. 5 – ADJOURN TO CLOSED SESSION – PERSONNEL MATTER/S

Any public reports of action taken in the closed session will be made in accordance with Government Code section 54957.1.

ADJOURNED TO CLOSED SESSION: 9:02 A.M.

RECONVENED IN OPEN SESSION: 6:02 P.M.

COMMISSION ACTION: Upon motion by Commissioner Ward, seconded by Commissioner Harden to uphold the discipline; by a vote of 2/2, motion fails for lack of majority vote. Commissioners Ward and Harden – yea; Commissioners Ebyam and Poplawski – nay.

Upon motion by Commissioner Ebyam, seconded by Commissioner Poplawski to reverse the discipline; by a vote of 2/2 motion fails for lack of majority vote. Commissioners Ebyam and

Poplawski – yea; Commissioners Ward and Harden – nay.

IT IS SO ORDERED that the Commission having failed to make a decision, the termination remains in effect.

ADJOURN

THERE BEING NOTHING FURTHER TO COME BEFORE THE COMMISSION, THE MENDOCINO COUNTY CIVIL SERVICE COMMISSION ADJOURNED AT 6:07 P.M.

Juanie Cranmer

Human Resources Manager and Secretary to the Civil Service Commission

DRAFT



HUMAN RESOURCES – MENDOCINO COUNTY

DATE PREPARED: October 8, 2019

MEETING DATE: October 16, 2019

TO: Civil Service Commission

FROM: Denise Bartolomei, Human Resources Manager

SUBJECT: Emergency Medical Services (EMS) Classifications – EMS Administrator, EMS Coordinator and EMS Specialist

BACKGROUND & ANALYSIS

On October 16, 2018, the Board of Supervisors directed the Health and Human Services Agency Director to begin researching various Local Emergency Medical Services Agency (LEMSA) models including the creation of a Joint Powers Authority with Sonoma County and/or other counties as well as any other regional models prior to the development of a single county LEMSA for Mendocino County. The Board of Supervisors also directed the creation of Emergency Medical Services (EMS) classifications that might strengthen the existing EMS system or may be needed in the event the Board made a future decision to become a single County LEMSA.

At the request of the Health & Human Services Agency (HHSA) Director, Human Resources began an EMS classification study. During the study, Human Resources researched counties utilizing EMS classifications, while working with a subject matter expert contracted by HHSA. The result of the study is the attached proposed classifications of EMS Administrator and EMS Specialist. The attached EMS Coordinator is an existing classification, last updated on June 19, 1991. The proposed EMS Coordinator classification is intended to replace the existing classification in its entirety due to the need to modernize the classification.

RECOMMENDATION

It is recommended that the Commission adopt the proposed classifications of EMS Administrator and EMS Specialist as submitted, or as modified by the Commission.

It is further recommended that the Commission adopt the proposed modifications/modernization to the existing EMS Coordinator as submitted, or modified by the Commission.



PROPOSED

CLASSIFICATION TITLE
EMERGENCY MEDICAL SERVICES ADMINISTRATOR

JOB SUMMARY:

Under general direction of the Health & Human Services Agency Director, organizes, coordinates, administers and implements a comprehensive, county-wide Emergency Medical Services (EMS) system, ensuring compliance with related federal, state and local regulations. The EMS Administrator provides leadership in planning and implementing EMS systems. This position collaborates with, and supports the Public Health Officer in preparedness and response; communicates with elected officials, community groups and the media; may act as Medical Health Operational Area Coordinator managing the coordination of community health and hospital functions during county-wide emergencies.

DISTINGUISHING CHARACTERISTICS:

This is a specialized single-position class, distinguished from other classifications within the Mendocino County Health & Human Services Agency. This position is responsible for establishing policy and administering the fiscal and programmatic activities of the County's EMS system. The incumbent is responsible for planning, monitoring and evaluating the county-wide EMS system and the pre-hospital medical care system. This class is distinguished from the EMS Coordinator in that it has overall responsibility for the administration of the EMS system in Mendocino County. This class is further distinguished from the EMS Specialist in that the latter provides daily administrative and analytical support to the EMS Administrator.

SUPERVISION EXERCISED:

Exercises direct supervision over technical and clerical staff of EMS.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

Duties may include but are not limited to the following:

- Plan, direct, monitor and evaluate the effectiveness of comprehensive county-wide EMS systems, including needs assessment, program design and planning, program performance improvement, implementation, evaluation and regulatory enforcement, and the medical component of disaster preparedness.
- Prepare, administer and monitor the approved EMS budget.
- Carry out supervisory/managerial responsibility in accordance with policies, procedures and applicable laws including: interviewing, hiring and training, planning, assigning and directing work; establishing deadlines; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Oversee the development, implementation and evaluation of goals, objectives, policies and procedures related to EMS, and long range program planning to meet future needs, ie. developing new systems of care, such as trauma system or stroke system.
- Act as liaison between senior level management, advisory boards and commissions, regulatory bodies and program staff to ensure that all appropriate policies and guidelines are followed, and that programs are funded with adequate resources to maintain mandated and expected levels of service.
- Serve as liaison, advocate and spokesperson in the community, in support of EMS programs and services; interpret, explain, and direct the enforcement of EMS standards, codes and regulations.
- May serve as Medical Health Operational Area Coordinator, to assure the coordination of a wide range of County and community health and hospital functions during county-wide emergencies.
- Advise the Director of the Health and Human Agency, Deputy Director of the Health and Human Agency and members of the Board of Supervisors on EMS matters in collaboration with stakeholders.
- Oversees training, new and continuing education, certification, and accreditation of pre-hospital personnel in accordance with local regulations and California Health & Safety Code.
- Administrates and monitors performance and, when necessary, discipline of pre-hospital personnel in collaboration with EMS Director.
- Oversee system review to continually improve performance.
- Conduct and/or participate in negotiation of contracts relevant to EMS with outside vendors such as private ambulance companies, consultants or organizations.

- Monitor and evaluate fiscal and legal liability; prepare, implement, and evaluate contracts, including but not limited to information technology support, quality improvement plan development, or trauma system management.
- Conduct studies, analyze and develop plans to address EMS issues; collect and disseminate information to support planning and evaluation of services.
- Write grants, maintain detailed records, reports, statistics, and related documentation related to EMS.
- Maintain an effective working relationship with public and private organizations, including the State EMS Authority, County departments and staff, fire agencies, pre-hospital provider agencies and hospitals.
- Has overall responsibility for education, training and certification for pre-hospital care personnel.
- Oversee complaint investigations regarding patient care and resolution of complaints in collaboration with EMS Director.
- Participate in disaster medical planning and Emergency Operations Center functions.
- Oversee Advanced Life Support provider, EMS aircraft and Base Hospital agreements and performance.
- Assist in the coordination of the EMS program with other counties and agencies to promote a uniform quality EMS system; attend pertinent local, regional and state meetings and conferences as directed.
- Perform related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- Computer
- Vehicle
- Two-Way Radio
- General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

Bachelor's degree from an accredited four-year college or university in healthcare administration, public administration, management, nursing, emergency medical or disaster preparedness or a closely related field; **and**, Three (3) years of progressively responsible experience in a supervisory, managerial or administrative capacity in a public or private organization engaged in emergency medical services planning or implementation.

Substitution: Master's degree in healthcare administration, public administration or business administration may be substituted for one (1) year of the required experience in an area of study directly related to EMS.

Licenses and Certifications:

Valid State Driver's License
Paramedic Certification

Must complete National Incident Management System (NIMS) Trainings (ICS 100, 200, 300, 400 and IS 700, 800) within six (6) months of hire.

Federal Emergency Management Agency (FEMA) Professional Development Series (IS 120, 230, 235, 240, 241, 242 and 244) within twelve (12) months of hire.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- Concepts, components and operation of an emergency medical system, including continuous quality improvement, public education, communications, rescue and transportation, emergency/trauma facilities, management of medical emergencies and the assessment of patient needs and care.
- Federal, state and local regulations, practices and standards relating to disaster preparedness.
- Principles and effective practices involved in the planning, coordination, and response of emergency services operations, including techniques for coordinating activities of a variety of organizations and jurisdictions and multi-jurisdictional emergency response protocol
- Principles and methods of EMS services and disaster health response, including current trends in education, research, treatment, prevention, environmental health or related services.

- Laws, codes, rules, regulations and requirements governing the establishment and provision of emergency medical services and activities.
- Principles and practices of public administration and program management, including planning, budgeting, implementation, evaluation and reporting.
- Principles, practices, and methods of organizational budgeting, contract administration, grant applications including sourcing, delivery and monitoring of budget accounts and grant funding.
- Community resources and public/private services and funding sources.
- Contemporary principles, practices and theory of management and supervision techniques
- Organization, functions and activities of county government
- Contemporary pre-hospital, medical services, and practices
- Federal, state and local laws and regulations pertaining to pre-hospital medical services.
- The following systems: The Incident Command System (ICS), California Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), Operational Area Satellite Information Systems (OASIS), Intermedix WebEOC, and California Medical Health Emergency Operations Manual.
- The conditions which lead to major emergencies, their effects, mitigation, response lines, lines of authority, resource requirements, damage assessment, and recovery methods.

Skills:

- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Develop and maintain constructive working relationships with pre-hospital care providers, groups and organizations.
- Understand, and apply the provisions of service provider contracts.
- Evaluate and coordinate disaster medical needs.
- Set priorities, coordinate multiple program activities and meet critical deadlines.
- Identify and analyze complex community health issues and problems.
- Develop, coordinate, implement and evaluate a specialized and comprehensive county-wide emergency medical services program to meet community needs.
- Integrate activities and services to achieve program goals, objectives, and priorities.
- Develop plans, policies and procedures to accomplish objectives.
- Interpret and apply complex laws, codes, rules and regulations governing program activities.
- Enforce regulations in an effective and positive manner.
- Negotiate and monitor contracts with providers of emergency health care services.
- Speak effectively to diverse audiences, including clinical, professional, and civic and citizen groups.
- Persuade individuals and organizations to direct their efforts toward a coordinated county-wide emergency medical services system.
- Enlist and mobilize community support for programs.
- Represent the County in meetings, presentations, training sessions and disaster/emergency situations.
- Research, compile and summarize data and information, evaluate alternatives and make sound conclusions or recommendations.
- Prepare clear, concise and effective reports, correspondence, procedures and other written materials and maintain accurate records and files.
- Analyze and evaluate current and pending legislation related to EMS programs.

Mental and Physical Abilities:

- Direct an emergency response program involving a variety of agencies and departments, volunteer groups, business and community service organizations.
- Deal effectively with a variety of governmental and community officials and maintain cooperative working relationships as well as build and maintain interdepartmental cooperation to ensure county-wide cooperation
- Use sound, independent judgment within policy and procedural guidelines, including during emergency response situations
- Operate a 4-wheel drive vehicle during inclement weather.
- Establish and maintain cooperative working relationships with the public, staff, other agencies and departments.

- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Exercise initiative, ingenuity and good judgment in decision-making and in solving problems, including problems of a sensitive or political nature.
- Adapt quickly and appropriately to a variety of situations and personalities.
- Communicate tactfully in stressful situations when dealing with individuals holding differing opinions and viewpoints.
- Make appropriate decisions when faced with time constraints and limited information.
- Remain flexible in adapting to changes in priorities, assignments and other interruptions, which may influence pre-established timelines and courses of action for completing projects and assignments.
- Work on multiple projects and assignments simultaneously.
- Deal with problems involving several concrete variables in standardized situations.
- While performing the essential functions of this job, the incumbent is frequently required to stand, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, speak and hear, and lift and/or move up to 25 pounds.
- While performing the essential functions of this job, the incumbent is occasionally required to climb or balance, stoop, kneel, crouch, or crawl, and lift and/or move up to 100 pounds.

Working Conditions:

Work is usually performed in a normal office environment with occasional exposure to outdoor temperatures or noise, dirt, dust, smoke, fumes and poor ventilation while operating in the field. Occasional exposure to emergency situations, trauma, grief or death; exposure to hazardous materials, working alone and travel, various weather conditions, working from heights.

Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule, including 24/7 during county-wide emergencies.

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Emergency Medical Services Administrator

CLASS CODE: TBD

DEPARTMENT: Health & Human Services Agency

REPORTS TO: Health & Human Services Agency Director or designee

FLSA STATUS:

CIVIL SERVICE:

BARGAINING UNIT: TBD

ADOPTED: TBD

History Notes:



PROPOSED

CLASSIFICATION TITLE
EMERGENCY MEDICAL SERVICES SPECIALIST

JOB SUMMARY:

Under general supervision, performs a variety of complex, professional responsibilities related to a variety of Emergency Medical Services (EMS) policies, procedures and requirements as required by County, State and Federal regulations; maintains emergency plans and procedures for use during a County-wide emergency; assists in contract and grant management; develops, coordinates and administers training programs for emergency medical services personnel, including paramedics, emergency medical technicians, nurses, and physicians; develops, coordinates and implements public education campaigns; assists in coordinating activities of emergency service organizations during actual emergencies and disasters.

DISTINGUISHING CHARACTERISTICS:

Incumbents perform duties requiring the ability to work with a major degree of independence. This class is distinguished from the EMS Coordinator as the latter has overall responsibility for planning, developing, and coordinating the operations of the county-wide EMS system. This is not considered a supervisory class in that the selection, evaluation and discipline of employees is not assigned to this level.

SUPERVISION EXERCISED:

Exercises no supervision over other staff. May provide technical guidance and oversight of work performed by employees and volunteers working within the emergency response structure.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

Duties may include but are not limited to the following:

- Gathers, analyzes, and prepares a variety of statistical and analytical data for evaluation of the EMS system; prepare statistical and other reports and general correspondence; maintain data and records.
- Coordinates with local governmental agencies, County departments, and private and/or volunteer agencies in drafting organization, training, readiness, operations, and communications plans to be utilized in emergencies.
- Assists in the development, updating, coordination and exercises of emergency operation plans and policies for the County of Mendocino.
- Review complaints submitted to the EMS Agency from patients, providers, and others; gather information and interpret data for review; schedule necessary meetings and follow up on actions to be taken.
- Quality assurance regulatory: maintains continuing education records for paramedics; monitors individuals placed on probation.
- Reviews and develops training curriculum and schedules; selects trainees; recruits instructors; monitors classes to assure adequate coverage of topics; coordinates written and skills testing; develops and administers examinations.
- Researches, prepares and updates the County emergency medical services plans; assists in the implementation and monitoring of emergency medical service quality assurance and improvement programs; makes recommendations for improvement of services.
- Collaborates with system partners to coordinate and participate in the development of EMS exercises.
- In collaboration with the EMS Coordinator and Medical Director, monitors and approves training programs for emergency medical service personnel; conducts accreditation, certification and authorization testing for pre-hospital personnel; develops and administers written and skills tests; recruits and reviews performance of instructors; makes recommendations regarding improvement of curriculum and training process.
- Researches and analyzes laws, policies and other regulatory requirements and/or changes; participates in the development and implementation of policies, procedures and treatment guidelines; maintains EMS policy and procedure manual.
- Provides assistance and resources to EMS system participants during disasters and multi-casualty incidents; acts as liaison with providers and agencies as assigned.
- Assists the EMS Coordinator and other staff with drafting of contracts, writing grant proposals, implementing and monitoring of grant projects, and other program projects, as assigned.

- Reviews and inspects contractor billing procedures, related medical operational records, facilities, equipment, and equipment records.
- Monitors, evaluates, and documents the response time of ambulance service providers.
- Develops, implements, and coordinates a public education and information program.
- Develops and implements systems to collect and analyze data and generates statistical reports related to the delivery of emergency medical services and contract compliance.
- Calculates and recommends provider penalties as outlined in the contract.
- May evaluate dispatch systems and recommend changes to equipment and computer applications.
- May assist in conducting emergency medical training programs for paramedics and nurses and in developing instructional materials used in presentations.
- Serve as an information source for Basic Life Support/Advanced Life Support operations, policies, and procedures.
- Perform other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General Office Equipment
- Computer
- Vehicle
- Two-Way Radio

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

Associate's degree from an accredited college or university in emergency management, fire science, public administration, environmental health and safety management, or a closely related field; **and**, One (1) year of full-time equivalent experience working as a Paramedic, Emergency Medical Technician, or Mobile Intensive Care Nurse working in a prehospital care emergency services / 9-1-1 setting;

OR Three (3) years of full-time technical experience in a public safety program (law enforcement, fire services, or a closely related field).

OR Four (4) years of directly related technical field experience (including volunteer work) in emergency services programs, preferably within a government agency. Volunteer work may include working with groups such as Community Emergency Response Team (CERT), Red Cross, Search and Rescue (SAR), etc.

Licenses and Certifications:

Valid driver's license

EMT certificate strongly preferred; must obtain within two (2) years of appointment to the class

Paramedic certificate strongly preferred

Must complete National Incident Management System (NIMS) Trainings (ICS 100, 200, 300, 400 and IS 700, 800) within six (6) months of hire.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Applicable state, federal, and local ordinances, laws, rules, and regulations.
- EMS systems, regulations, and practices.
- Record keeping, report preparation, filing methods, records management techniques, and basic business math and accounting.
- Methods and techniques of research, statistical analysis, and report presentation.
- Community resources.
- Principles of training and development.
- Setting and obtaining program goals.
- The Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS).

- Computer applications and hardware related to performance of the essential functions of the job.
- General emergency management or public safety practices and programs.
- Concepts, practices and terminology common to the operation of an emergency medical system, including the management of medical emergencies and the assessment of patient needs and care.
- Regulations and practices relating to disaster and medical disaster planning.
- The interface between public and private ambulance providers, law enforcement, and the fire service.
- Ambulance system status management and performance-based ambulance systems.
- Micro computer applications including word processing and data base programs.

Skill in:

- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Preparing clear, concise, and complete reports, correspondence, directives, and manuals.
- Researching, compiling, preparing, and summarizing a variety of informational reports, statistical data, and other materials.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with minimal direction.
- Establishing and maintaining effective line of communication and working relationships at all organizational levels.
- Read, understand, and apply the provisions of service provider contracts.
- Interpret complex laws and regulations;
- Assess and analyze emergency medical services;
- Prepare clear and concise narrative and statistical reports and correspondence.

Abilities:

- Speak effectively before public groups and respond to questions.
- Interpret professional periodicals and journals; technical procedures and government regulations; written, oral, diagram, and schedule form; and abstract and/or concrete variable instructions.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Work under conditions of changing priorities and tight time schedules.
- Develop and maintain effective record keeping systems.
- Assist in researching, developing and modifying long and short range goals and objectives.
- Develop and monitor training programs;
- develop and administer examinations;
- Communicate effectively, both orally and in writing.
- Develop and maintain constructive working relationships with a variety of agencies, organizations, and individuals.
- Deal with problems involving several concrete variables in standardized situations.
- While performing the essential functions of this job, the incumbent is frequently required to stand, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, speak and hear, and lift and/or move up to 25 pounds.
- While performing the essential functions of this job, the incumbent is occasionally required to climb or balance, stoop, kneel, crouch, or crawl, and lift and/or move up to 50 pounds.

Working Conditions:

Work is usually performed in a normal office environment with occasional exposure to outdoor temperatures or noise, dirt, dust, smoke, fumes and poor ventilation while operating in the field. Occasional exposure to emergency situations, trauma, grief or death; exposure to hazardous materials, working alone and travel, various weather conditions, working from heights.

The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule; including 24/7 during county-wide emergencies.

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Emergency Services Specialist

CLASS CODE: TBD

DEPARTMENT: Health & Human Services Agency

REPORTS TO: Emergency Medical Services Administrator

FLSA STATUS: N

CIVIL SERVICE: Yes

BARGAINING UNIT: TBD

ADOPTED: TBD

History Notes:



PROPOSED

CLASSIFICATION TITLE
EMERGENCY MEDICAL SERVICES COORDINATOR

JOB SUMMARY:

Under general direction, organizes, coordinates and implements a comprehensive, county-wide Emergency Medical Services (EMS) system. Under direction of the EMS Administrator, provide leadership in planning and implementing EMS systems; performs ongoing EMS system evaluation, complaint investigation and resolution; collaborates with and supports the EMS Administrator in preparedness and response activities; as well as developing, coordinating and administering training programs for emergency medical services personnel, including paramedics, emergency medical technicians, nurses, and physicians; and perform related work as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents in this class are expected to work under minimal management supervision and instruction, and to exercise considerable independent judgment and initiative while supervising and coordinating the work of professional, technical and/or clerical staff performing tasks related to the County's Emergency Medical Services system/program.

EMS Coordinator is distinguished from the EMS Administrator in that the latter class maintains overall policy and management responsibilities and oversight for the EMS system, whereas this class acts in the absence of the EMS Administrator, and assists with the administration of the program. This class is further distinguished from the EMS Specialist class, where incumbents are responsible for the daily administrative and analytical activities associated with ensuring that EMS providers in the County are in conformance with federal, state and local regulations, guidelines and standards related to the delivery of pre-hospital emergency medical care.

SUPERVISION EXERCISED

Exercises direct supervision over professional, technical, supervisory, and support staff.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

Duties may include but are not limited to the following:

- Assist the EMS Administrator in the overall administration of the planning, coordination, and implementation of program policies, activities, procedures, and goals.
- May act on behalf of the EMS Administrator, to ensure the coordination of a wide range of County and community health and hospital functions during county-wide emergencies when necessary.
- May act on behalf of the EMS Administrator, to support local preparedness, response, mitigation, and recovery activities; acts as a key community liaison with community medical health partners during times of emergency.
- Carry out supervisory/managerial responsibility in accordance with policies, procedures and applicable laws including: interviewing, hiring and training, planning, assigning and directing work; establishing deadlines; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Assist in the preparation of the EMS system budget.
- Prepare a variety of statistical and other reports regarding the EMS program, system operations, etc.
- Develop emergency medical system plans for disaster situations, including response to multi-casualty incidents and coordination with neighboring counties medical mutual aid systems.
- Research, review and make recommendations for new policies and procedures regarding pre-hospital care services based on current California law; reviews first responder agencies policies and protocols with respect to patient management; reviews and drafts policies and protocols that pertain to medical control of pre-hospital care personnel.
- Maintain administrative and professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops and seminars as appropriate.
- Oversee public education and information programs.

- Oversee and investigate care issues in the pre-hospital setting; reviews and produces written reports regarding consumer and provider complaints, responds to inquiries relating to the delivery of EMS, and recommends corrective action when necessary.
- Oversee the certification, accreditation, recertification, and revocation process for other pre-hospital personnel.
- Quality assurance regulatory: In collaboration with the EMS Administrator, oversees the evaluation of pre-hospital personnel based on established criteria; evaluates new continuing education programs for compliance with state and local regulations.
- Assist emergency receiving hospitals to ensure consistent on-line and retrospective medical control; participates in and assists with monthly field care audits conducted by each base hospital; monitors and evaluates emergency receiving hospitals and personnel for compliance with standards, laws, regulations and policies
- Develop and maintains effective working relationships with all EMS and public safety providers, community groups, and other health service agencies related to or affected by program operations; serves as program representative to various advisory groups on EMS issues.
- Facilitate processing of certification, recertification and decertification of emergency personnel and the authorization, reauthorization and revocation of authorization of service-providing agencies.
- Develop and implement systems to collect and analyze data and generate statistical reports related to the delivery of emergency medical services and contract compliance.
- Review complaints submitted to the EMS Agency from patients, providers, and others; gather information and interpret data for review; schedule necessary meetings and follow up on actions to be taken.
- Perform other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- Computer
- Vehicle
- Two-Way Radio
- General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

Associate's degree from an accredited college or university in emergency management, fire science, public administration, environmental health and safety management, or a closely related field; **and**, Three (3) years of full-time equivalent experience working as a Paramedic, Emergency Medical Technician, or Mobile Intensive Care Nurse working in a prehospital care emergency services / 9-1-1 setting;

OR Five (5) years of full-time paid lead administrative and analytical experience in an Emergency Medical Services.

Licenses and Certifications:

Valid State Driver's License
Paramedic certificate

Must complete National Incident Management System (NIMS) Trainings (ICS 100, 200, 300, 400 and IS 700, 800) within six (6) months of hire.

Federal Emergency Management Agency (FEMA) Professional Development Series (IS 120, 230, 235, 240, 241, 242 and 244) within twelve (12) months of hire.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Considerable knowledge of: research methodology, report writing and basic statistics and their application.
- Principles and practices of programs and systems management.

- Working knowledge of: EMS systems, standards, regulations, and practices including EMS personnel scopes of work; the interface between public and private ambulance providers, law enforcement and the fire service;
- Methods and techniques of research, statistical analysis and report presentation.
- Group dynamics as it relates to public organizations.
- Written and oral communications, including language mechanics, syntax, and English composition.
- Record keeping, report preparation, filing methods, records management techniques, and basic business math and accounting.

Skills:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Researching, compiling, preparing and summarizing a variety of informational reports, statistical data, and other materials.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with minimal direction.
- Communicating clearly and effectively, both orally and in writing.
- Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.
- Selecting and motivating staff and providing for their training and professional development.
- Develop and maintain constructive working relationships with various public and private groups and organizations involved with emergency medical services.

Mental and Physical Abilities:

- Understand, interpret and apply rules, regulations and ordinances and federal, state and local legislation pertaining to disaster preparedness and pre-hospital medical services.
- Design and conduct technical studies and reports including data collection, analysis, interpretation, and evaluation pertaining to EMS systems.
- Develop plans for medical disaster emergencies.
- Recognize, analyze, and evaluate limitations and challenges of pre-hospital responses to medical emergencies.
- Plan, organize and coordinate diverse program activities.
- Identify training needs and develop and implement emergency response training programs to diverse County agencies and organizations.
- Develop, implement, and modify countywide pre-hospital emergency operations and response plan.
- Design and implement process improvement plans and measure performance to new standards
- Establish and maintain effective working relationships with others.
- Deal with problems involving several concrete variables in standardized situations.
- While performing the essential functions of this job, the incumbent is frequently required to stand, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, speak and hear, and lift and/or move up to 25 pounds.
- While performing the essential functions of this job, the incumbent is occasionally required to climb or balance, stoop, kneel, crouch, or crawl, and lift and/or move up to 100 pounds.

Working Conditions:

Work is usually performed in a normal office environment with occasional exposure to outdoor temperatures or noise, dirt, dust, smoke, fumes and poor ventilation while operating in the field. Occasional exposure to emergency situations, trauma, grief or death; exposure to hazardous materials, working alone and travel, various weather conditions, working from heights.

The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule; including 24/7 during county-wide emergencies.

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Emergency Medical Services Program Coordinator

CLASS CODE: TBD

DEPARTMENT: Health & Human Services Agency

REPORTS TO: Emergency Medical Services Administrator

FLSA STATUS:

CIVIL SERVICE:

BARGAINING UNIT: TBD

ADOPTED: TBD

History Notes:

Mendocino County

JOB TITLE: Emergency Medical Services Coordinator

DEFINITION:

Under direction of the Health Officer, coordinates and evaluates the county emergency medical services system in accordance with established criteria and standards, and state and federal law. Coordinates and evaluates the various Emergency Medical Services (EMS) subsystems including: pre-hospital care, emergency medical facilities and education, testing and certification of field EMS personnel. Assists the Health Officer in disaster planning. Coordinates the county EMS and disaster preparedness system with adjacent county, regional and state systems.

DISTINGUISHING CHARACTERISTICS:

The Emergency Medical Services Coordinator will perform specialized work in coordinating the planning and provision of public and private emergency medical services. Will assist in coordination of county emergency medical service and disaster plans with state and federal plans.

EXAMPLE OF DUTIES:

- Evaluates county emergency medical services for compliance with existing federal, state and local criteria and standards.
- Conducts technical studies, evaluates data, prepares reports and maintains necessary files.
- Assures that federal, state and local laws and regulations pertaining to emergency medical services are enforced by appropriate agencies.
- Investigates complaints about emergency medical services and coordinates responses with appropriate agencies.
- Coordinates Mendocino County Emergency Medical Systems and disaster planning with neighboring counties.
- Administers and proposes revisions to the Mendocino County Ambulance Ordinance and other enactments pertaining to emergency medical services.
- Participates in emergency medical communications facility planning with other agencies and county departments.
- Trains, evaluates and makes recommendations to the Health Officer regarding certification of pre-hospital care EMS personnel.

Emergency Medical Services Coordinator

- Conducts seminars, educational classes and other instruction to explain and implement the emergency medical service plan.
- Works with the Mendocino County Emergency Medical Care Committee and Health Officer in the periodic revision of the Mendocino County Emergency Medical Services Plan.
- Provides staff services to the Mendocino County Emergency Medical Care Committee.
- Represents the county before regulatory agencies and other groups.
- Assists the Health Officer in periodic revision of the Mendocino County Medical/Health Disaster Plan.
- May be called upon to coordinate and supervise the work of volunteers and/or a small staff.

MINIMUM QUALIFICATIONS:

Education: Any pattern of education which would provide an opportunity to acquire the above knowledge and abilities. Graduation from an accredited college with major coursework in health care administration, nursing, emergency medical or disaster preparedness would provide such opportunity.

Experience: Any pattern of experience which would provide an opportunity to acquire the knowledge and abilities. Typically, three years of full-time, paid experience with organizations of a public or private nature engaged in emergency medical services planning or implementation; OR in the study and analysis of health operations and activities; OR in a closely related field would provide such opportunity.

License: Possession of a valid California driver's license.

KNOWLEDGE AND ABILITIES:

- Working knowledge of federal, state and local regulations, practices and standards relating to disaster preparedness.
- Working knowledge of contemporary principles, practices and theory of management techniques.
- Working knowledge of the organization, functions and activities of county government.
- Working knowledge of contemporary pre-hospital, medical services, and practices.

Emergency Medical Services Coordinator

KNOWLEDGE AND ABILITIES (Continued):

- Working knowledge of federal, state and local laws and regulations pertaining to pre-hospital medical services.
- Ability to develop and maintain constructive working relationships with pre-hospital care providers.
- Ability to establish effective working relationships with a variety of officials of related agencies and departments.
- Ability to evaluate and coordinate pre-hospital medical services.
- Ability to design and conduct technical studies and reports.
- Ability to speak and write effectively.
- Ability to evaluate and coordinate disaster medical needs.

RESPONSIBILITY:

An employee in this classification receives limited supervision within a framework of standard policies and procedures. Employees in this classification may supervise clerical personnel. Errors in work or judgment could result in lack of preparedness in providing emergency services, hazards to the public, loss of funds, and/or poor community relations.

CSC
6/19/91