



EMERGENCY MEDICAL SERVICES SPECIALIST

\$39.45 - \$47.94 Hourly
\$3,156.04 - \$3,835.33 Biweekly
\$6,838.09 - \$8,309.89 Monthly
\$82,057.08 - \$99,718.68 Annually

The Santa Clara County EMS Agency anticipates opening recruitment for the following position in January 2011. At this time, interested applicants are encouraged to submit electronic job-interest cards as described in this announcement.

DEFINITION:

Under direction, to plan, organize, coordinate, direct, and monitor the County's emergency medical services system in order to establish and ensure compliance with the County's protocols, guidelines and contracts for operation of the emergency medical services system and its components.

The Emergency Medical Services Specialist selected in this recruitment will be responsible for the coordination of Training and Exercises for the Santa Clara County Emergency Medical Services System, including activities related to the State Homeland Security Grant Program.

DISTINGUISHING CHARACTERISTICS:

The Emergency Medical Services Specialist oversees one or more of the Emergency Medical Services Systems, including the prehospital systems. Specific assignments, and the range of duties performed within that assignment vary depending on the type of experience and licensure or certification required.

The Emergency Medical Services Specialist is distinguished from the higher level of Senior Emergency Medical Specialist in that the Senior Emergency Medical Specialist has overall program management responsibility and supervises subordinate professional staff.

TYPICAL TASKS:

(Depending upon area of assignment)

- Coordinates assigned emergency medical services program activities including planning, prioritizing, monitoring and participating in the agency-wide program meetings regarding program activities;
- Oversees and/or participates in the development, implementation and maintenance of program goals, objectives, policies and procedures to ensure achievement of program goals;

- Monitors activities and evaluates performance of emergency medical services providers, including EMTs, paramedics, Emergency Medical Dispatchers, Mobile Intensive Care Nurses, EMS Flight crew personnel and other prehospital care providers and equipment identified in the California Health and Safety Code;
- When assigned as Duty Chief, ensures activation and function of entire EMS system and coordination with other County and outside emergency agencies in response to critical incidents or disasters; including maintenance and operation of a Code-3 equipped vehicle;
- Provides administrative and technical direction to assigned program services staff to ensure compliance with various reporting requirements;
- Analyzes program services and evaluates changes and development of assigned health care program needs;
- Researches and applies for program funding sources, such as grants and donations; administers grants to ensure compliance with regulations;
- May prepare and administer annual budget for one or more assigned programs and monitors expenditures;
- Coordinates program activities with agencies, service providers and non-profit services;
- Provides staff assistance and technical support for assigned program activities to other County departments and special interest commissions and committees;
- Conducts organizational and operational service delivery studies and makes recommendations to address and resolve identified service delivery issues;
- Assists hospitals and private and public safety agencies in planning, implementing and maintaining prehospital emergency care programs;
- Establishes comprehensive stakeholder relationships and, assists and advises field and hospital emergency care personnel, communication personnel, medical-health professionals, community-based organizations and the public on matters pertaining to emergency medical service;
- Develops and coordinates the EMS component of disaster medical response and mass casualty incident plans and assists in the development of public health disaster response plans and procedures;
- Responds to, coordinates and manages disaster medical and mass casualty incidents;
- Investigates complaints of suspected violations of emergency medical care standards, policies and protocols, the County's health and welfare codes and State health and safety codes;
- Makes routine and unannounced inspections of EMS providers, including ambulance providers, paramedic units, base hospitals and trauma hospitals;
- Monitors emergency medical service delivery to ensure medical appropriateness and continuity of patient care;
- Provides regulatory oversight and general assistance to and monitors educational institutions involved in training of emergency prehospital care personnel;
- Participates in organizational and community meetings as necessary;
- Stays current on issues relative to assigned programs and services; responds to and resolves community and organizational inquiries and complaints;

- Establishes effective working relationships with representatives of community organizations, state/local agencies, management and staff, clients and the public;
- Uses specialized software and equipment including electronic emergency management programs and electronic hospital and disaster management systems, electronic patient tracking system, portable and mobile radios, satellite telephones wireless applications and emergency towing vehicle;
- Performs related work as required.

EMPLOYMENT STANDARDS:

Sufficient education, training, and work experience to demonstrate possession of the knowledge and abilities listed below.

A valid California Class C Driver's License and one of the following:

A valid license to practice as a Registered Nurse in California;

OR

A valid license to practice as a paramedic in California;

OR

A valid certificate to practice as an Emergency Medical Technician in California.

Experience Note:

The knowledge and abilities are normally acquired through training and experience equivalent to possession of a Bachelor's degree in Health Care Administration, Nursing, Public Administration or a related field and three (3) years of increasingly responsible emergency medical services experience. A Master's degree in one of the disciplines listed above may be substituted for one (1) year of health care experience.

Special Qualifications for Duty Chief

Must complete Emergency Vehicle Operators/Operations Course (EVOC) within six (6) months of hire; while on Duty Chief assignment must respond to an emergency call within (10) minutes by phone or radio and must be within forty-five (45) minutes of Santa Clara County.

Knowledge of:

- Principles, and practices of prehospital care system management relating to one or more specialized service delivery programs;
- Health care organizational structure and program components;
- Principles and practices of program administration including budgeting, marketing, purchasing, management and program needs forecasting;
- Current legislation and trends affecting health care providers for assigned program areas;
- Program development and evaluation methods and report writing procedures;
- Medical terminology;
- Basic principles, practices and methods of training and evaluation;
- Basic statistical and research methods;
- Basic knowledge of investigative methods and disciplinary processes used within the EMS System.

Ability to:

- Coordinate the activities of a large program or multiple program components;
- Direct the work of others performing service delivery in assigned health care specialty areas;
- Coordinate the assigned health care programs with other health care agencies;
- Formulate, gather, analyze and present financial, informational and statistical data;
- Integrate the activities of a program to attain program goals;
- Analyze, interpret and explain program policies and procedures;
- Elicit community and organizational support for programs;
- Represent SCVHHS on assigned committees and with service providers;
- Understand, apply and implement Federal, State and County codes, ordinances, regulations and approved standards and guidelines for prehospital emergency care;
- Apply the tools of a specialty subject area as appropriate;
- Instruct individuals and groups in prehospital emergency care;
- Establish and maintain effective working relationships with the public, various agencies and other County employees;
- Communicate clearly and effectively, both orally and in writing, sometimes under highly stressful conditions.

TO APPLY:

Access the County of Santa Clara webpage at www.sccgov.org

Select "**Employment Opportunities**" on the right side of the main page.

Select "**Job Specifications**" on the left side of the Employment Opportunities page.

Select "**Emergency Medical Services (EMS) Specialist**"

Select "**Email me when jobs like this become available**"

When the position opens for recruitment, you will receive an automated email that will enable you to apply on line.

There are a wide variety of benefits available to County of Santa Clara employees. These benefits include: health, dental, vision, life insurance, optional life and disability insurance plans, flexible spending account for health care, dependent care assistance program, an employee assistance program, and a deferred compensation program.

The County pays 100% of the single premium for all health plan options and 100% of the family rate for our HMO options for all full-time employees. There is a biweekly cost for family coverage for our Point Of Service plan for full-time employees. In addition, the County pays 100% of the premium for both dental plan options, for the vision plan premium and for the basic life insurance plan. Premiums deductions for part-time employees are prorated based on hours worked each pay period.

MEDICAL INSURANCE The County offers several medical plans to all full-time and part-time employees working at least 50%. Currently, the County offers Kaiser Permanente and Valley Health Plan (HMOs) and HealthNet (POS). Co-payments vary by plan and is based on where care is accessed.

Kaiser \$5.00 Office Visit, \$5.00 for 100 day supply prescription drugs, \$5.00 emergency room visit

Valley Health \$0.00 co-payments except for selected services.

HealthNet Co-payments and deductibles vary depending on where care is accessed in network or out-of-network

DENTAL INSURANCE The County offers two comprehensive dental plans for employees and their eligible dependents.

Delta Dental This plan covers 75% of routine and preventative care up to \$2,000 per member per calendar year when services are obtained through a Delta Dental Provider. Orthodontic benefit plan covers 60% up to \$2,000 lifetime maximum.

Pacific Union Dental This plan has no annual maximum benefit and no deductible. There are some small co-payments for certain procedures. Employees must go to any Pacific Union Dental participating dentist. Orthodontic benefit plan pays all but \$1,150.

VISION INSURANCE The County of Santa Clara provides vision insurance through Vision Service Plan.

Vision Insurance Plan This plan provides an annual eye exam and lenses/contacts for employees and their eligible dependents with a \$20 co-pay and new frames every 24 months with a \$20 co-pay.

HOLIDAY/VACATION/SICK ACCRUALS The County offers 12 paid holidays per year. Vacation and sick time is accrued on an hourly basis based on the vacation schedule for your particular bargaining unit.

LIFE INSURANCE The County of Santa Clara provides a basic life insurance plan for all eligible employees. The coverage amount is \$25,000. The County pays 100% of the cost for full-time coded employees. Part-time employees pay a prorated amount based on hours worked each pay period.

FLEXIBLE SPENDING ACCOUNT The County offers a Flexible Spending Account (FSA) that allows employees to set aside up to \$2,000 annually, on a pre-tax basis via payroll deductions, to pay for eligible medical, dental, or vision expenses not covered by the benefit plans. This program is regulated by the IRS (IRC 125) and run on a calendar year basis. Open enrollment is held annually.

DEPENDENT CARE ASSISTANCE PROGRAM The County offers a Dependent Care Assistance Program that allows employees to set aside up to \$5,000 annually, on a pre-tax basis via payroll deductions, to pay eligible dependent care expenses. This program is regulated by the IRS (IRC 125) and run on a calendar year basis. Open enrollments are held annually.

RETIREMENT INFORMATION The County of Santa Clara participates in the Public Employees' Retirement System (PERS).

The County pays 100% of the employer share and, in most cases, pays and reports 100% of the value of the employee share as special for the purpose of retirement benefit calculations. The County's portion for contribution of the employee rate is determined by bargaining unit agreements.

The retirement programs is: 2.5% at 55

DEFERRED COMPENSATION The County has a contract with I.C.M.A. Retirement Corporation (ICMA-RC), which offers a variety of mutual funds and other investment vehicles. An employee may elect up to 85% of their biweekly pay to be deducted from their paycheck. This contribution is deducted from gross wages prior to paying federal and state taxes. The annual maximum contribution for calendar year 2005 is \$14,000 and will increase to \$15,000 in 2006. Thereafter, the limit will be indexed to inflation in \$500 increments. There are special circumstances where you may be able to contribute more than the annual limit. Contact the provider (ICMA-RC) for more information.

EMPLOYEE ASSISTANCE PROGRAM The County provides Employee Assistance Program (EAP) for employees and their eligible dependents. The EAP offers confidential, professional counseling services in a variety of areas such as, legal matters, marriage/family counseling, substance abuse, stress relief, and child care referrals. The EAP provides up to 5 counseling sessions per incident for employee and/or eligible dependents per fiscal year.