

Title: Operation's Supervisor

Department: Stratford EMS

Pay Grade: 15

Reports to: Director of Emergency Medical Services (or their designee)

FLSA Status: Exempt

General Description:

This position is responsible for the continuity of the operation and decision making/solving of problems that arise in the absence of the Administrator or Director. This includes, but not limited to, direct supervision of personnel and ensuring volunteer and paid staffing levels are adequate to meet emergency call requests. Responds to cover emergency calls when necessary and administers medical care at the paramedic level.

Essential Leadership Duties and Responsibilities: (other duties may be assigned)

- At all times display professional and courteous conduct and uniform appearance;
- Represents himself/herself positively as an agent of Stratford EMS and the Town of Stratford;
- Reports necessary information to the Director of EMS as appropriate and in a timely manor;
- Demonstrates sensitivity to community and cultural norms;
- Diligent adherence to protection of Personal Health Information (PHI) in accordance with HIPAA regulations and strict adherence to confidentiality;
- Ensures compliance with all applicable regulations including all DPH/OEMS requirements;
- Participates in the hiring and discipline of employees, up to and including termination of employment;
- Assists in the development and implementation of employee policies and procedures;
- Ensures staff adheres to policies and procedures, as adopted from time to time;
- Responsible for completing any required performance appraisals of subordinates;
- Conducts incident investigations as appropriate and provides documentation of facts and circumstance and provides timely feedback/follow up;

- Acts to provide appropriate supervisory intervention and problem solving with employees, patients, allied healthcare providers and others during the provision of services;
- Ensures a safe work environment and appropriately reports and addresses any safety issues that may arise;
- Maintains equipment and manages restocking of medical equipment;
- Coaches and educates staff and colleagues of new and changing information as necessary and supports new initiatives from administration;
- Exercises considerable independent judgment;
- Reviews all paperwork and electronic documentation from shifts in a timely manor to ensure completeness and accuracy;
- Performs other related duties as they apply to operations, including attending appropriate meetings and drills.

Essential Knowledge, Skills and Abilities: (other duties may be assigned)

- Thorough knowledge of operational principles/practices and policies/procedures;
- Ability to communicate clearly/concisely in both written and verbal mediums;
- Good knowledge of Police, Fire and EMS operations;
- Ability to maintain effective working relationships with subordinates, associates, the general public and all public safety personnel;
- Ability to continuously schedule, supervise and evaluate the work of others;
- Able to accomplish additional work assignments as directed;
- Must be able to function as a Field Training Officer (FTO).

Qualifications:

Prior supervisory experience preferred. A High School Diploma (or equivalency) required; bachelor's degree preferred. Must possess a valid Connecticut driver's license and paramedic license with active medical control with Stratford EMS and SHCGB (MINIMUM OF 2 YEARS EXPERIENCE). Comprehensive knowledge of operational/contractual/municipal requirements and town geography.

Special Requirements:

- Must be able to attend routinely scheduled meetings;
- Must be able to report to work in the event of emergencies on a 24 hour basis;
- Must be flexible with scheduling.