



**Position Description: Rescue Head of Service
Town-recognized Department Head
State-recognized Head of Service**

SUMMARY

The Rescue Head of Service has the primary responsibility for executive oversight for the Town of Shelburne Rescue Department. The Head of Service serves as the chief executive of the squad and represents both the Town of Shelburne as well as the department and its providers to the public, the district and the state. The Head of Service is responsible for the leadership, management, and administration of the Department. This is to be accomplished through departmental planning, strategic visioning, and the development for long-term and short-term goals for the Department and its providers. Through the supervision of the Training Officer, Deputy Head of Service, and lead providers ("Crew Chiefs"), the Head of Service ensures the professional and efficient conduct of the Department operations.

As Town personnel and Head of Service, the Department Head is expected to demonstrate commitment to teamwork and positive behavior and promote and conform to all quality standards. Crew Chiefs are expected to provide leadership to the crew and provide high-quality pre-hospital medical care to the residents of Shelburne, its visitors, and its surrounding communities.

ESSENTIAL DUTIES

1. Strategic Leadership
2. Operational Management
3. Departmental Operations
4. Personnel Management
5. Departmental Administration
6. Public Relations

Essential Duties and Specific Responsibilities

Strategic Leadership

1. The Head of Service will prepare annual budgets in consultation with the officers of the Department as well as the Town Manager, Finance Director, and the HR Assistant. This will include presentation of the budget to the Selectboard and the residents of the town.
2. The Head of Service will be responsible for the forecasting and planning of Departmental trends to inform budgeting and staffing based on observed call volume taking into consideration district and state trends in patient care.
3. The Head of Service will develop strategic plans to guide the Department providers in their practices and inform Departmental decision making consistent with Town standards and expectations.

Operational Management

1. The Head of Service will provide oversight of all operations including development and implementation of policies, procedures, and best practices.

2. The Head of Service, with the Deputy Head of Service, will oversee the readiness of all equipment and apparatus, including the management of supplies and inventory.
3. The Head of Service will manage purchasing agreements, serving as a signatory official for the Town, including but not limited to apparatus, equipment, supplies, and medications.
4. The Head of Service will oversee access to medications, knox boxes, and restricted inventory ensuring the safe stewardship of sensitive and potentially dangerous supplies. The Head of Service will ensure all federal, state, and district regulations regarding these supplies are followed and adhered to.

Departmental Operations

1. The Head of Service will be a first among peers, participating in emergency responses as a lead provider, emergency vehicle operator, and providing intercept services to nearby services as needed.
2. The Head of Service will contribute to the culture of the squad, leading the service from the front, demonstrating the highest quality patient care and participation in the delivery of emergency medical services.
3. The Head of Service will be expected to participate in emergency medical response crews one to two, twelve hour shifts each week as needed per the schedule.
4. The Head of Service (pending appropriate certifications) will participate in the Fire and Technical Rescue responses of the Town to include life and property safety actions.
5. The Head of Service will report directly to the Town Manager and collaborate with all Town departments when necessary, delivering effective inter-departmental communication and unified public services.

Personnel Management

1. The Head of Service, with the Training Officer and HR Assistant, will provide supervision to all Department employees and volunteers, including recruiting, interviewing, onboarding, training and development, and progressive discipline as needed.
2. The Head of Service, with delegates, will manage the schedule of the rescue department, ensuring adequate staffing of the ambulance for 911 responses.
3. The Head of Service, with the Training Officer, will ensure the readiness of all providers, overseeing the training and licensure of all providers.
4. The Head of Service will maintain personnel files adequate to the Town's standards including all training documentation, certifications, annual health clearances, and background check findings consistent with the State's requirements and the CJIS standards.

Departmental Administration

1. The Head of Service will oversee the electronic patient care reporting, quality assurance, and quality improvement programs. The Head of Service with the Training Officer will ensure the accurate record keeping of rescue patient care activities, overall Departmental trends in patient care, and recommend process improvements for its providers at a service/departmental level.
2. The Head of Service will perform all required federal and state reporting as directed and required, utilizing ePCR data, dispatch data, departmental budgets, and departmental financial data.
3. The Head of Service will seek and prepare grant proposals to supplement the Town budget and insurance revenue ensuring fiscal responsibility of the Rescue Department budget and any grant dollars received.

4. The Head of Service will serve as the HIPAA Officer and the Infection Control Officer for the Town, ensuring all laws, regulations, and best practices are followed. The Head of Service will also oversee all informational requests made of the Town, including criminal and civil subpoenas and Freedom of Information requests.

Public Relations

1. The Head of Service will serve as the Public Information Officer for the Department, representing the organization and its providers to the public.
2. The Head of Service will represent the organization to fellow heads of service and state officials, including attendance at all required state and district meetings.
3. The Head of Service will prepare statements and annual reports for distribution to the public as required by the Town and events surrounding Rescue, such as the Department's significant endeavors, local events, and significant policy changes surrounding Emergency Medical Services.

QUALIFICATIONS

The ideal candidate will have several years of experience in Emergency Medical Services and organizational leadership, including progressively increasing supervisory responsibilities. Candidates will preferably have a valid Vermont District 3 paramedic license, though providers with Advanced EMT licenses will be considered. Familiarity with budgeting, administrative management, quality assurance, and quality improvement are all strongly desired.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with qualifying disabilities to perform the essential functions. While performing the duties of this job, personnel are regularly required to sit, stand, kneel, and walk for extended periods of time on a variety of uneven surfaces. Personnel are required to have good hand eye coordination, manual dexterity, and be free of impairments that would significantly limit hearing, seeing, and feeling. They must be able to communicate verbally in person, via telephone, and radio, the status of patients to other EMS providers, dispatch, and hospital staff. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus with or without corrective devices. They must frequently lift and/or move and balance 100 pounds alone or up to 300 pounds as a team member, up to a moderate height (~33").

WORK ENVIRONMENT

The work environment characteristics described here are representative of those one encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The Head of Service, as part of 911 responses, may be subjected to health risks such as blood-borne pathogens, hazardous materials, chemical leaks, heights, water, fire, loud noises, sharp objects, and occupational stress.

Equal Opportunity Employer