City of Virginia Beach Organizational Mission and Values
The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Summary Position Description
Responsible for the total operation of an EMS division or specialty area of operation; responsible to monitor, oversee, coordinate and lead the department-wide operations of skilled emergency and non-emergency operations after-hours and weekends; does related work as required.

Critical Elements of Performance
Plan, organize, monitor and evaluate the activities of an EMS division, to ensure efficient and effective delivery of emergency services to reduce morbidity and mortality; provides 24 hour city-wide supervision (on-call Duty Chief) on a rotating basis; ensures the planning, development and implementation of policies and programs for the department; identifies and develops short and long-range goals for both assigned divisions and major programs which cross divisional lines; develops and monitors divisional budget; evaluates program effectiveness; coordinates the direction of assigned personnel including monitoring work assignments, evaluating performance, monitoring the scheduling of personnel and maintaining discipline and control in order to provide effective utilization of human resources; works closely with volunteer officers, directing and mentoring their efforts to manage complex rescue squad organizations; integrates operational activities with partner division officers of the Fire Department and

EMS Division Officer
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Police Department; meets, confers and maintains communications with other city agencies, citizens, community/civic organizations and business groups; integrates operational activities with the regional health care system; prepares routine performance reports for the Chief of EMS; is an integral part of the strategic planning and management team for the department.

**Performance Standards**
Competently directs operations at emergency and non-emergency scenes; demonstrates extensive knowledge of EMS practices and procedures; demonstrates knowledge of supervisory practices, including managing volunteers; responsible for all division funding and equipment; responsible for leading volunteers in emergency and administrative activities; demonstrates leadership skills including the application of policies and procedures related to discipline and morale; effectively communicates orally and in writing; able to conduct research and write detailed policy reports; works with allied health care professionals and organizations to support the continuum of care; develops strong relations with other public safety agencies and community groups; successfully works under the pressure and stress of emergency work.

**Knowledge-Skills-Abilities Required to Perform Satisfactorily**
A. Knowledge

1. Extensive knowledge of administration and operational principles and techniques.
2. Comprehensive knowledge of emergency medical services principles, techniques, laws, regulations, and ordinances.
3. Extensive knowledge in human resources administrative principles and practices.
4. Knowledge of strategic planning process.
5. Knowledge of budgeting and resource management techniques.
6. Extensive knowledge of training techniques and strategies.
7. Extensive knowledge of city and department policies and procedures.
8. Knowledge of management techniques specific for leading volunteers within a combination career-volunteer organization.
9. Knowledge emergency management and disaster planning techniques.
10. Extensive knowledge of regional EMS and health care system.
11. Extensive knowledge of regional emergency medical response system.
12. Knowledge of computer applications and software.

**EMS Division Officer**
**Job Statement**
B. Skills

1. Skill in organizing and coordinating the work of subordinates to carry out departmental objectives and priorities.
2. Skill in displaying leadership, initiative, ingenuity, and resourcefulness in work activities and in guiding subordinates.
3. Skill in preparation of written reports, including upper level policy recommendations.
4. Skill in building relationships with other agencies and community organizations.
5. Skill in managing both career and volunteer emergency services personnel.
6. Skill in managing budgets and equipment maintenance programs.
7. Skill in managing major emergency incident scenes.

C. Abilities

1. Ability to work with and support both career and volunteer emergency personnel in the accomplishment of their mission.
2. Ability to deal effectively with citizens and employees under stressful, emotional and hazardous conditions.
3. Ability to plan, program, coordinate and evaluate the activities of field supervisors, middle managers and specialized administrative personnel involved in public safety activities.
4. Ability to communicate effectively using written communications including reports, memos, correspondence and forms.
5. Ability to apply written policies and procedures in practical situations.
6. Ability to evaluate and analyze organizational performance data and develop strategies for ongoing system improvement.
7. Ability to analyze medical data and records for system performance.
8. Ability to develop and maintain productive working relationships across departmental and municipal lines.
9. Ability to maintain Virginia EMT-paramedic certification.

EMS Division Officer
10. Ability to act as an Emergency Medical Vehicle Operator in accordance with Virginia Department of Health regulations and City Policies.
11. Ability to maintain good physical and mental condition and remain capable of performing all assigned duties.
12. Ability to use computer software to access data, prepare documents and develop proposals.

**Minimum Qualifications**
Graduation from an accredited college or university; minimum of nine years experience in the field of health care of which at least five years must be in the area of pre-hospital care associated with such positions as EMS Instructor, EMS Training Officer/Coordinator, Field Operations Supervisor or Chief Officer; demonstrated and considerable experience as a pre-hospital supervisor or public safety administrator; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities. Virginia or National Registry EMT-P certification; current ACLS certification; current PALS certification; completion of an ITLS course; awareness or higher level training in technical rescue/EMS special operations; experience as a public safety instructor or field training officer; classified as fit for employment by Occupational Health Office; current Virginia or North Carolina driver’s license. Individuals must pass a pre-employment physical examination, including a drug screening. Individuals must successfully completion of a field training program resulting in release to function as a paramedic under general supervision within sixty (60) days of initial orientation, including required sanctioning by the Tidewater Regional EMS Council.

**Preferences**
Master’s degree in a related field; pre-hospital leadership experience in a combination service; experience working with volunteer emergency medical services personnel; extensive knowledge of strategic planning principles; extensive knowledge of human resources administration and principles; extensive knowledge of educational design and principles; strong communications skills; and extensive experience in program management.
APPROVED:

[Signature]

10/30/12

EMS Chief                             Date

LEGAL REVIEW

Signature on File

City Attorney’s Office            Date

Originated     Revised
3/21/2004     10/30/2012