

	City of Virginia Beach Department of EMS Job Description	
	Assistant Chief	
	Originated: prior to 07/25/2016	Revised: 10/01/2020

Department of Emergency Medical Services Organizational Mission and Values

The City of Virginia Beach Department of Emergency Medical Services (EMS) exists to deliver valued services to the community that preserve life, improve health, and promote the safety of citizens and visitors, who live, learn, work and play in our community while maintaining a sustainable systems approach that is focused on dynamic resource utilization to enhance the overall quality of life in our City. Our members accomplish this mission while being guided by our values which include quality customer service; integrity; teamwork; commitment; inclusion and diversity; leadership and learning; and volunteerism.

Position Summary

Responsible for administrative management and support to station leadership in a variety of areas including scheduling, mentoring, training, and volunteer rescue squad agency administration; does related work as required.

Representative Work Functions and Responsibilities

Responsible for assisting the overall leadership and management in the sustainment of the volunteer rescue squads and department.

Assist with the coordination of activities to maintain and support the department's equipment, apparatus, and facilities to ensure operational readiness and specialized programs such as response, logistics and training.

Ensures all department, city, state and rescue squad policies, rules, regulations, procedures, directives, and guidelines are enforced and implemented.

Reports to a Deputy Chief.

Safely operates emergency ambulances and other light duty emergency medical response vehicles.

Meets and confers with squad commanders and other supervisors on a regular basis to discuss activities, operations, concerns, and procedures.

Mentors subordinates.

Performance Standards

Competently manage emergency and non-emergency services, agencies, and teams; liaison with multiple agencies, groups and teams; exercise responsibility for department equipment; efficiently plan and direct the utilization of available resources including personnel, equipment, and other municipal agencies; effectively execute management duties related to the handling of special projects; schedule and assign department resources in order to meet Department objectives; deliver effective training drills or classes; effectively perform patient care; maintain positive working relationships with superiors and subordinates; possess extensive knowledge of EMS practices and procedures including City and Departmental rules, policies, regulations, and procedures; meet regularly with assigned subordinate squad commanders; interact positively with both career and volunteer emergency response personnel; demonstrate understanding of performance standards and capably evaluate employees' performance; provide leadership and direction to subordinates; competently maintain discipline and control among assigned personnel; effectively and clearly communicate both verbally and in writing; work effectively under pressure in emergency situations.

Minimum Qualifications

Must be 18 years of age.

Graduation from an accredited high school or GED equivalent.

Demonstrates past ability to comply with departmental rules, policies, regulations, and procedures.

No corrective actions in the past 18 months.

Eligible to function as an emergency medical vehicle operator in accordance with City/Departmental policy.

Minimum of two (2) years of experience in the area of pre-hospital care associated with such positions as rescue squad officer or EMS Field Supervisor with at least one (1) year as a Squad Commander with the Virginia Beach Department of EMS.

Must be a Virginia certified EMT or higher and must be qualified to perform patient care per Department of EMS guidelines.

Additional (Preferred) Qualifications

Completion of EMS leadership courses as per the EMS Chief.

Comprehensive knowledge of EMS system principles, regulations, administration and ethics.

Comprehensive knowledge of human resources principles and practices.

Comprehensive knowledge of City and departmental policies and procedures.

Experience in Microsoft Office applications.

Strong communication skills.

Special Requirements

This is an appointed position whom serves at the pleasure of the EMS Chief.

Must be able to attend meetings at various times (days/evenings/weekends).

This is a safety sensitive position and is subject to random drug testing. Positive drug test results may result in counseling and/or discipline, up to and including, termination.

This position may require that incumbents wear and maintain appropriate personal protective equipment as per current guidelines.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Thorough knowledge of administration and operational principles and techniques.
2. Comprehensive knowledge of emergency medical services principles and techniques.
3. Comprehensive knowledge of laws, regulations, and ordinances pertaining to emergency medical services.
4. Knowledge of local medical protocols.
5. Knowledge of the city's emergency medical response system.
6. Knowledge of training techniques, including classroom instruction, field evaluation, and continuous quality improvement.
7. Extensive knowledge of city and department policies and procedures.
8. Knowledge of modern theory and practice of supervision and management techniques.
9. Knowledge of management techniques specific for leading volunteers within a combination career-volunteer organization.
10. Knowledge of Equal Employment Opportunity (EEO) issues and city guidelines regarding EEO and diversity.
11. Knowledge of computer applications and software.
12. Knowledge of human resources procedure and policy.

B. Skills

1. Skill in organizing and coordinating the work of subordinates to carry out departmental objectives and projects.
2. Skill in displaying leadership, initiative, ingenuity, and resourcefulness in work activities and in guiding subordinates.
3. Skill in the preparation of written reports.

4. Skill in preparation of oral presentations.
5. Skill in investigating customer service or patient care complaints/concerns.
6. Skill in working with career and volunteer emergency services personnel.
7. Skill in working as part of the leadership team during major emergency incident operations.
8. Skill to perform duties required of a Virginia-certified EMT or higher.
9. Skill in the use of tools and adjuncts associated with advanced pre-hospital patient care.
10. Skill in operating light duty emergency vehicles and ambulances in emergency conditions.

C. Abilities

1. Ability to work with and support both career and volunteer emergency personnel in the accomplishment of their mission.
2. Ability to work in stressful situations including extreme weather environments and direct personnel in these situations.
3. Ability to deal effectively with citizens and employees under stressful, emotional, and hazardous conditions.
4. Ability to lead people and maximize utilization of the talents of others.
5. Ability to plan, program, coordinate, and evaluate the activities of large numbers of persons involved in public safety activities.
6. Ability to communicate effectively using written communications including reports, memos, correspondence, and forms.
7. Ability to apply written policies and procedures in practical situations.
8. Ability to evaluate and analyze organizational performance data and develop strategies for ongoing system improvement.
9. Ability to maintain EMS certification, CPR, and other required certifications.
10. Ability to perform all assigned duties.
11. Ability to use computer software to access data, create documents, and develop proposals.

Working Conditions

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

Physical Requirements: *Physical refers to the requirement for physical exertion and coordination of limb and body movement*

Requires sedentary work that involves exerting up to 5 pounds of force on a regular and recurring basis, and occasional use of standard office equipment. May involve occasional kneeling, stooping, squatting, climbing, gripping, pushing, lifting and raising objects and exerting up to 60 pounds of force.

Mental Requirements: *Mental refers to the degree that the job involves cognitive activities, and use of mental processes*

Performs advanced professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative, technical, or operational problems; applies extensive understanding of operating policies and procedures to solve complex administrative and operational problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

Environmental Conditions: *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

The job may risk exposure to bright/dim light, dusts and pollen, all weather conditions including extreme heat and/or cold, wet or humid conditions, extreme noise levels, animals/wildlife, vibration, fumes and/or noxious odors, traffic, moving machinery, electrical shock, toxic/caustic chemicals, and heights.

May also risk exposure to communicable diseases including blood and air-borne pathogens requiring the use of non-porous coveralls/apron, medical gloves, safety eyewear and other safety attire and equipment in designated risk areas.

Sensory Requirements: *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*

The job requires normal visual acuity, field of vision, hearing, speaking, color perception, sense of smell, depth perception, fine motor dexterity, and texture perception.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.