



Virginia Beach Department of Emergency Medical Services



POSITION DESCRIPTION

FIELD SUPERVISOR - VOLUNTEER

I. SUMMARY POSITION DESCRIPTION:

This is an appointed individual who will provide supervision and direction of pre-hospital activities including direct patient care, supervision and direction of ambulance crews, provider mentoring/field training, customer relations, interagency coordination, direct patient care and other duties as required. Incumbent will work an assigned 12 hour shift, or other assigned shift, responding as needed during that shift.

II. REPRESENTATIVE WORK FUNCTIONS AND RESPONSIBILITIES:

Supervise individuals performing emergency medical and rescue activities in order to save lives and reduce morbidity. Assist the Shift Commander with maintaining efficient and effective service delivery by on-duty personnel.

Ensure personnel safety and accountability, work with career and volunteer personnel alike in order to maintain seamless operations during emergency and non-emergency situations.

Direct the activities of on-duty personnel including monitoring work assignments, communicating performance expectations, resource reallocation, maintaining discipline and control to ensure effective use of human resources; and perform those supervisory activities required to ensure that the delivery of services and performance of subordinates are in compliance with departmental and City policies and procedures.

Safely operate light duty emergency medical response vehicles.

Follow all emergency medical services regulations and protocols and ensure compliance by subordinate personnel.

Assume incident leadership positions as required for the management of emergency scenes including those involving multiple patients or complex rescues; assess, evaluate, and request resources needed during emergency operations.

Perform patient care at the level of certified by the Operational Medical Director.

Interact regularly with citizens, community/civic groups and other City agencies.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the Shift Commander based on current workloads and department needs.

III. PERFORMANCE STANDARDS:

Competently direct the operation of emergency and non-emergency services at scenes; demonstrate thorough knowledge of EMS practices and procedures; exercise responsibility for department equipment; efficiently direct the use of personnel and equipment; effectively perform patient care at the level certified; maintain positive working relationships with supervisors and subordinates; possess thorough knowledge of City and departmental procedures; interact positively with both career and volunteer emergency services personnel; efficiently utilize department resources, including other municipal agencies; clearly communicate performance expectations and maintain discipline and control among assigned personnel; effectively communicate both verbally and in writing; and work under pressure of stress of emergency situations.

IV. MINIMUM QUALIFICATIONS

Active volunteer member of the department in good standing.

Minimum of three (3) years of service as an operational provider with the Department of EMS; actively running duties for the most recent year.

Virginia EMT-Enhanced/Advanced certification or above.

Had no corrective actions within the last eighteen (18) months.

Completion of the Squad Commander Orientation Course, Proctor Orientation Course, vehicle extrication course, Virginia Mass Casualty Management I/II program, Intermediate Incident Command Course (ICS 300), VDEM Public Safety Response to Terrorism Course.

Successful completion of a field training program resulting in release to function as a Field Supervisor, including a formal assessment board process.

V. KNOWLEDGE-SKILLS-ABILITIES REQUIRED TO PERFORM SATISFACTORILY:

A. Knowledge:

- a. Comprehensive knowledge of emergency medical services principles and techniques.
- b. Comprehensive knowledge of laws, regulations and ordinances pertaining to emergency medical services.
- c. Comprehensive knowledge of local medical protocols to the member's level of certification.
- d. Comprehensive knowledge of the local emergency response system
- e. Extensive knowledge of the National Incident Management System
- f. Knowledge of the city's topography, road system and traffic patterns
- g. Knowledge of patient care techniques
- h. Knowledge of supervisory practices and procedures
- i. Knowledge of city and departmental procedures

B. Skills:

- a. Skill performing duties required of a Virginia-certified EMT-enhanced/advanced
- b. Skill in the use of tools and adjuncts associated with advanced pre-hospital patient care
- c. Skill in operating light duty emergency medical vehicles in emergency conditions
- d. Skill in preparation of written forms and reports
- e. Skill in communicating technical information clearly and concisely
- f. Skill in dealing with people in a variety of situations
- g. Skill in working side-by-side with both career and volunteer emergency personnel
- h. Skill in managing emergency medical incident scenes using accepted incident command practices

C. Abilities:

- a. Ability to work well with others
- b. Ability to establish and maintain cooperative relationships
- c. Ability to work with and support volunteer emergency personnel in accomplishment of their mission
- d. Ability to work in stressful situations including extreme weather environments
- e. Ability to use independent judgement in making patient care decision with the scope of local protocols and medical control guidelines
- f. Ability to follow verbal and written orders
- g. Ability to direct, mentor and counsel subordinates

- h. Ability to communicate effectively both orally and in writing
- i. Ability to maintain EMS certification at or above the level held at the time of appointment
- j. Ability to maintain physical and mental condition to allow performance of all duties

VI. SPECIAL REQUIREMENTS

This position requires volunteer duty obligations above the level of established for volunteer rescue squad patient care providers. Duty scheduling and compliance will be coordinated by the Field Supervisor Team Captain in conjunction with the Operations Division Chief.

This is an appointed position, not a promotion. Continued participation is based on successful completion of training courses, field internship and continued demonstration of required knowledge, skills and abilities. Members will only identify themselves and function as a Field Supervisor when assigned to scheduled duties or as directed by a chief officer.

Incumbents will be held to a higher expectation of performance and professionalism than the average member even while engaged in non-supervisory duty activities. They should set the standard for all members to follow.

VII. INCUMBENT EMT

Members currently certified as a Field Supervisor who are certified only to the EMT level will be authorized to continue participation for twenty-four (24) months from the date of approval of this job statement. Each is encouraged to seek advanced training during that period in order to remain qualified to function as a Field Supervisor.

This job statement shall become effective upon the approval of the Chief of Emergency Medical Services.

Originated **Revised**
12/1/2014