



Volunteer Assistant Chief

Department of Emergency Medical Services– Job Description

Date of Last Revision: 07/25/16

City of Virginia Beach Organizational Mission & 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.

Class Summary

This is an appointed position responsible for administrative management and support the delivery of skilled emergency and non-emergency services in a variety of areas including emergency medical, duty scheduling, mentoring, training, public education, volunteer rescue squad agency administration and coordination, disaster management, and other duties as required; liaison with multiple agencies, medic groups and/or specialty teams and is responsible for all personnel, equipment, apparatus, and facilities under their direction; may participate in daily operations as a field supervisor; may be assigned to assist with departmental programs in the areas of administration, special operations, disaster management, regulation and enforcement, training, or logistics; incumbent may be required to stand on call duty and respond as needed; fill in for superiors or other volunteer assistant chiefs when necessary; and engage in provision of pre-hospital patient care as needed. Assistant Chief appointments are made by the Chief of EMS for a designated term of service.

Representative Work Functions and Responsibilities

Supervise and coordinate rescue squad and specialty team activities in order to save lives and reduce morbidity; work with career and volunteer personnel alike in order to maintain seamless operations during emergency and non-emergency situations; direct the activities of personnel assigned including monitoring work assignments, communicating performance expectations, evaluating performance, scheduling personnel, maintaining discipline and control to ensure effective use of department human resources; ensure optimal utilization of all assigned personnel in operational scheduling, perform those management activities required to ensure that the delivery of services and performance of subordinates are in compliance with departmental and city policies and procedures; and exercise leadership and motivate subordinates to incorporate the department and city's vision and goals for quality service.

Coordinate those activities required to maintain and support the operation of the department's equipment, apparatus, and facilities to ensure operational readiness; participate in or assist with coordination of specialized programs such as disaster response, logistics, special operations, training, and public education; and participate in major incident planning.

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

Follow all emergency medical services regulations and protocols; and ensure compliance with all EMS regulations.

Act as an officer in leadership positions as required for management of emergency scenes or support coordination of off duty/recalled resources during emergency operations.

Perform patient care at the basic or advanced life support level.

Monitor and administer training activities including subject and practical drills.

Act as a liaison officer with ERS partners.

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. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards

Competently manage emergency and non-emergency services, agencies and teams; demonstrate extensive knowledge of EMS practices and procedures; exercise responsibility for department equipment; efficiently plan and direct the use of personnel and equipment; 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 City and Departmental procedures; meet regularly with assigned subordinate captains and squad commanders; interact positively with both career and volunteer emergency services personnel; demonstrate understanding of performance standards and capably evaluate employees' performance; efficiently utilize available resources, including other municipal agencies; provide leadership and direction to subordinates; clearly communicate performance expectations and maintain discipline and control among assigned personnel; competently enact disciplinary procedures; effectively and clearly communicate both verbally and in writing; work effectively under pressure of stress of emergency situations.

Minimum Qualifications

Graduation from an accredited high school or GED equivalent; minimum of seven (7) years' experience in the field of EMS health care; four (4) years of experience in the area of pre-hospital care associated with such positions as rescue squad officer or EMS Field Supervisor, including at least two (2) years as a Squad Commander or Captain with Virginia Beach EMS; demonstrated and considerable experience as a pre-hospital leader or public safety administrator; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

Virginia EMT certification or above; released to function under general supervision by the Virginia Beach EMS Operational Medical Director and the Chief of EMS.

Must be eligible to function as an emergency medical vehicle operator in accordance with Virginia Department of Health – EMS Regulations and City/Departmental policy.

Must have, or obtain, a current and valid Virginia or North Carolina driver's license in accordance with Virginia or North Carolina DMV driver's license eligibility requirements.

Special Requirements

Must be able to attend meetings at various times (days/evenings/weekends) required to meet operational

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needs and convenience of volunteer and career staff.

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

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. Comprehensive 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.

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 side-by-side with both 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 patient care provider.
9. Skill in the use of tools and adjuncts associated with advanced pre-hospital patient care.
10. Skill in operating light duty emergency vehicles, including sedans 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.

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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. Good physical and mental condition, capable of performing all assigned duties.
11. Ability to use computer software to access data, create documents, and develop proposals.

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