



Volunteer Division Chief

Department of Emergency Medical Services – Job Description
Date of Last Revision: 01/07/2015

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

Responsible for the direction of an EMS division or specialty area of operation; responsible to monitor, oversee, administratively coordinate the activities of skilled emergency and non-emergency providers.

Representative Work Functions and Responsibilities

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.

Ensure the planning, development and implementation of policies and programs for the department; identifies and develops short and long-range goals for both assigned division and major programs which cross divisional lines.

Develop and monitor divisional budget; evaluate program effectiveness; coordinate 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; work closely with career and volunteer officers, directing and mentoring their efforts to support complex rescue squad organizations.

Integrate activities with partner division officers of the Fire Department and Police Department; meet, confer and maintain communications with other city agencies, citizens, community/civic organizations and business groups; integrate activities with the regional health care system; prepare routine performance reports for the Chief of EMS; is an integral part of the strategic planning and management team for the department.

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 supervisor based on their current workloads and department needs.

Performance Standards

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 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

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public safety agencies and community groups; successfully works under the pressure and stress of emergency work.

Minimum Qualifications

Graduation from an accredited high school or GED equivalent; minimum of nine (9) years' experience in the field of EMS health care; five (5) years of experience in the area of pre-hospital care associated with such positions as Squad Commander, Instruction Supervisor, EMS Training Officer/Coordinator, or EMS Field Supervisor; 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.

Experience as a Public Safety Instructor or an EMS field training instructor/evaluator (FTO).

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

Successful completion of a field supervisor training program resulting in release to function as a field supervisor under general supervision within ninety (90) days of appointment.

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 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.

Individuals must pass a pre-employment physical examination, including a drug screening, classified as fit for employment by the Occupational Health Office.

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.

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

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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 evaluating and implementing new techniques in emergency medicine across the Emergency Response System.
8. Skill to perform duties required of a Virginia-certified Emergency Medical Technician-Paramedic.

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.
10. Ability to act as an Emergency Medical Vehicle Operator in accordance with Virginia Department of Health regulations and City Policies.
11. Ability to use computer software to access data, prepare documents and develop proposals.