

EMS LeFlore County- Shift Captain – JOB DESCRIPTION

A. EMS Shift Captain Appointment:

1. It is recommended that this position be a posted position if open, but not mandated.
 - i. If it is posted, interviews will be conducted with a recommendation made by the designated interview panel.
 - ii. A final decision will be made by the Executive Director.
2. If there is only one applicant, and that applicant meets the recommended guidelines, a decision can be made to promote without an interview at the discretion of the Executive Director.

B. General Description of Duties:

1. The Shift Captain supervises all EMS staff in the field as a member of an ambulance crew, and as an independent street Captain. This position also provides pre-hospital emergency care/transportation of the sick and/or injured.
2. The Shift Captain supervises the activities of EMT's, Advanced EMT's, and Paramedics in the field and reports directly to the EMS Director and Deputy Director, who are responsible for organizing and directing the activities of the EMS System.

C. Duties and Responsibilities:

1. Promotes positive customer relations in dealing with patients, visitors, and other employees.
2. Completes daily schedules, vehicle accident logs, work injury reports, and incident reports as needed.
3. Maintains a safe working environment for personnel, as well as working to maintain a safe fleet of ambulances.
4. Effectively and professionally communicates with staff and other agencies, as needed, throughout the shift.
5. Receives calls from Dispatch regarding transfer decisions, complaints, questions, concerns, staff, etc.
6. Field EMS responsibilities:
 - i. Responds to dispatch to render pre-hospital emergency care and resuscitation to victims at the scene of an emergency.
 - ii. Independently performs rapid assessment of emergency scene to determine the need for auxiliary services such as fire and police department.
 - iii. Evaluates the extent of illness or injury and establishes priorities for care following standing orders, or protocols, or as directed by the Medical Control.
 - iv. Initiates life-sustaining procedures in accordance with current standards/protocols and demonstrates a working knowledge of the LeFlore County EMT/AEMT/Paramedic.
 - v. Completes appropriate patient and daily activity forms.
 - vi. Provides pre-hospital emergency care to the public in a variety of environments, such as sports facilities, airports, and other public gathering places.

7. Investigates complaints and ensures incident reports are collected from staff when there is an indication of potential liability for the agency; and, prepares and provides reports to the EMS Director and/or Deputy Director.
8. Develops or modifies work plans, methods, and procedures and determines work priorities.
9. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.
10. Resolves problems encountered during daily operations and determines standards for problem resolution.
11. Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.
12. Responds to formal and informal employee grievances and prepares written response.
13. Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.
14. Provides work instruction and assists employees with difficult and/or unusual assignments.

D. Knowledge, Skills and Abilities:

1. Knowledge of applicable Oklahoma statutes, rules, administrative orders, policies and procedures.
2. Knowledge of LeFlore County EMS policies and procedures.
3. Knowledge of techniques, requirements and activities associated with emergency medical response.
4. Knowledge of the principles of management and supervision.
5. Knowledge of record keeping, records and case management.
6. Skill in working under stressful situations, in receiving and assessing information, then making appropriate decisions for response.
7. Skill in establishing and maintaining good working relations with staff, other departments, law enforcement, and the general public.
8. Skill in applying the principles of management and supervision, records and case management.
9. Skill in effectively managing staff, equipment, facilities and operations associated with multiple site locations.
10. Skill in operating a personal computer utilizing a variety of software applications.
11. Skill effectively communicating in both oral and written form.

E. Physical Requirements: These are the same as the Job description for EMT/AEMT/Paramedic.

F. Minimum Education and Experience:

1. High School graduate or GED equivalent.
2. Two years of experience at EMSLC preferred.
3. Licensed by the Oklahoma Department of Health and National Registry.
4. In good standing with EMSLC.
5. Possession of a valid State Driver's License
6. EMT/AEMT/Paramedic certification or qualify for reciprocity.
7. BLS, ACLS, PALS (recommended) provider certifications per license level.
8. Possess NIMS 100, 200, 700, and 800. Preferably: NIMS 300 and 400 as well.
9. Must be able to communicate effectively in both oral and written form.

G. Preferred qualifications:

