



West Deer E.M.S., Inc.

**Paramedic Supervisor Job Description**

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**JOB DESCRIPTION  
WEST DEER E.M.S., INC.**

**JOB TITLE:** Paramedic Supervisor

**REPORTS TO:** Executive Director

**SUPERVISION OF:** Operational Staff

**WORK SCHEDULE:**

40 hours per week and additional as needed.

On-Call responsibilities required.

This is a hybrid position requiring operational shifts as well as office shifts

**WAGES/BENEFITS:**

Starting pay rate commensurate with experience

Competitive Benefits Package

Other benefits include: EMS educational reimbursement

PTO accrual

**EDUCATIONAL REQUIREMENTS:** High School X College \_\_\_ Other X

Must have and maintain current PA Paramedic Certification

Be eligible to obtain and maintain medical command with UPMC

Must have and maintain current A.C.L.S., P.A.L.S., and ITLS or PHTLS

**ADDITIONAL REQUIREMENTS:**

Must be 21 years of age and have a current valid Driver's License (PA State eligible).

Should be familiar with Priority Medical Dispatch

Must comply with Act 45 Rules and Regulations regarding operation of an Emergency Vehicle. (Refer to Act 45, Section 1005.10, Subsection B, IV, V, VI)

Must comply with Act 45 Rules and Regulations regarding Pre-Hospital E.M.S. Personnel. (Refer to Act 45, Subchapter B, Sections 1003.21 through 1003.27)

Knowledge of computer systems with basic word processing skills.



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Ability to teach, motivate, and support career staff

Excellent interpersonal and communicative skills

Ability and willingness to delegate responsibility to staff

**EXPERIENCE REQUIRED:**

Basic level training in vehicle rescue, incident command, hazardous materials, dispatch procedures, and emergency vehicle operations.

Familiar with specification procedures, bidding process and experience in managing capital and small purchases.

Familiar with communications and medical equipment procedures.

Two or more years supervision experience in Emergency Medical Services preferred

Five or more years field provider experience at the Paramedic level preferred

**JOB SUMMARY:**

Under the direction of and in conjunction with the Executive Director, develop, implement, and administer a system providing for the availability and proper function of the operational support system. Assist the Director in developing, implementing and monitoring the EMS operational aspect of the Company. Involved in the direct supervision and evaluation of EMS personnel. Additional responsibilities may include training, public relations and performing other duties associated with providing emergency medical care to the sick and injured in accordance with the Company's standard operating procedures. Duties include, but are not limited to:

- Rescue victims of accidents, sudden illness and physical entrapment
- Transportation of the sick and injured in a manner conducive to their safety and comfort and in accordance to the Pennsylvania Act of 1985-45

**DESCRIPTION OF TASKS:**

1. Assure all West Deer EMS vehicles are cleaned and stocked in the optimal operational ready mode at all times.
2. Assure crew compliance with vehicle inventory and operational checks.
3. Report system deficiencies or recommendations for improvement/enhancement to the Director
4. Staff an ambulance on a primary or backup basis.



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5. Recommend supplies/equipment needed to the Director
6. Evaluate new equipment, devices and or treatment techniques as approved by the Director, and or Medical Directors', where appropriate.
7. Schedule all vehicle maintenance issues for repair as needed with the approval of the Director
8. Assure completion of incident reports and required documentation of personnel issues, and early notification of such incidents to the Director.
9. Participate in the recruitment, review, and interviewing of personnel, as required by the Director.
10. Discipline employees and acknowledge employees in their day to day tasks. Supervisor may suspend a crew member with just cause and must document this case immediately. The director, if available, must be consulted prior to suspension. Supervisor may apply oral and written warnings with the appropriate documentation. Termination decision of any employee must be made by the Director.
11. Responsible for on-duty orientation and field monitoring of new EMS personnel.
12. Periodic evaluation/training and skill documentation of EMS personnel.
13. Maintain records for licensure and other needs as required.
14. On-scene command and coordination of West Deer EMS resources, when applicable, at EMS incidents managed by West Deer EMS.
15. Participate in the approved Incident Command System.
16. Assure complete and proper staffing of all shifts/ambulances/stations operated by West Deer EMS including stand-bys, community events, and other requests.
17. Report scheduling /staffing difficulties, concerns, trends, deficiencies or suggestions for improvement/enhancement to the Director.
18. Monitor and re-assign personnel and/or ambulance deployment based upon system demand and special needs.
19. Monitor personnel compliance to Standard Operating Procedures (SOPS), enforcement where necessary, completion of documentation, and notification of the Director when necessary.
20. Begin initial investigation and documentation of West Deer EMS vehicle accidents, personnel injuries, exposure to bloodborne pathogens and incidents involving injuries to the public or property damage.
21. Retrain personnel where necessary.
22. Development and coordination of operation policies and procedures and updating of these as necessary



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23. Development and coordination of operational plans for standbys and other special events.
24. Resolving dispatch, system status and operational difficulties or concerns as necessary.
25. Report and provide disciplinary actions, where appropriate, for deviations in protocols and/or standard operating procedures to Director.
26. Ensure QA is done on all trip sheets. Including the following aspects; compliance with protocols, billing requirements, and state requirements. This may require meeting with the paramedic coordinator and or command physician.
27. Interact and work in a cooperative manner with other administrative personnel, operational personnel, office personnel, vendors, and the general public.
28. Answer ambulance calls, calmly, efficiently, and promptly. Must use diplomacy and tact at all times and be courteous and polite to patients, relatives and friends.
29. Administer basic and advanced life support to the sick and injured in a pre-hospital setting as outlined by the consolidated medical command and PA Department of Health.
30. Assess nature and extent of illness or injury to establish and prioritize medical procedures to be followed or need for additional assistance.
31. Administer treatment to the patient at the scene and en-route to the hospital in accordance with the training set forth by the Pennsylvania Department of Health and the Medical Directors of the consolidated command system.
32. Maintain order at scenes. This may include dispersing crowds and restraining family and/or friends if necessary.
33. Operate an emergency vehicle at a safe and controlled speed, in accordance with established guidelines set forth in the West Deer Driving Program.
34. Complete patient care forms, insurance forms, and evaluation forms on all routine and emergency calls in a competent and timely fashion.
35. Perform other related duties as may be assigned or required to meet emergency situations.
36. Maintain accurate records of ambulances and other emergency equipment and/or personnel dispatched to each emergency or non-emergency request.
37. Handle telephone communications professionally and efficiently with careful regard to divulgence of information.



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38. Coordinate requests for non-emergency transports in accordance with the Company's non-emergency transport policies.
39. Advise and direct the response of other public safety entities (police, fire, helicopter, mutual aid E.M.S., etc.) when required in response to a medical emergency.
40. Be able to transfer thought, information, and observation into simple written sentences.
41. Be able to transfer verbal information into written form
42. Any additional duties assigned by the Executive Director

**Privacy Responsibilities**

1. The Paramedic Supervisor is expected to protect the privacy of all patient information in accordance with the organization's privacy policies, procedures, and practices as required by Federal and State law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with West Deer E.M.S.'s policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment with West Deer E.M.S.
2. The Paramedic Supervisor may access protected health information and other patient information only to the extent that is necessary to complete the job duties. The Supervisor may only share such information with those who have a need to know specific patient information which is in possession to complete to complete their job responsibilities related to treatment, payment, or other company operations.
3. The Paramedic Supervisor is encouraged and expected to report, without the threat of retaliation, any concerns regarding the organization's policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
4. The Paramedic Supervisor is expected to actively participate in West Deer E.M.S.'s privacy training, and is required to communicate privacy policy information to coworkers, students, patients, and others in accordance with the organization's policy.
5. All documentation and privacy training is mandatory to maintain employment with West Deer E.M.S.

**DISCLAIMER**

The information provided in this description has been designed to indicate the general nature and level of work performed by the Supervisor within this job. It is not designed to be interpreted as a comprehensive inventory of duties, responsibilities, qualifications, and working conditions required of employees assigned to this job. The Executive Director has sole discretion to add or modify duties of the job and to designate other functions as essential at any time.