

Job Description for Ambulance Chief

Job Summary

Serves as the Chief of the Town's Ambulance Service and is responsible for the policy, development, control, supervision, and program implementation of the Service. Is accountable for the effective, timely, and efficient delivery of ambulance services to the Brookline and Mason communities.

Supervision Received

Activities are conducted with considerable operational independence and personal judgment under the general administrative direction of the Selectboard. Performance is reviewed through meetings, reports, and program results.

Supervision Exercised

Supervises directly a full-time attendant as well as on call attendants, assigning work, training, and scheduling shifts. Has final authority for decisions pertaining to ambulance service. Ensures compliance with licensing, certification regulations, and enacted protocols. Has responsibility for the recruitment, motivation, retention, discipline, and performance evaluations of staff. Also has responsibility for the hiring and involuntary separation of staff, subject to approval of the Selectboard.

Examples of Essential Duties

(The listed examples are illustrative only and may not include all duties found in this position – some of which may be delegated by the Ambulance Chief, but are ultimately his/her responsibility.)

- Organizes and maintains a staff of qualified personnel to ensure a timely and professional ambulance response 24-hours a day, including preparation of the duty roster.
- Performs, directs, and oversees advanced emergency medical care to persons involved in accident, medical, fire, or rescue incidents through coordination with fire and police personnel and/or requiring ambulance services. Ensures victims receive the best possible care and the EMS staff maintains required safety until arrival at a medical facility.
- Coordinates with the Medical Resource Hospital and Medical Director on service protocols, training requirements, and quality assurance relative to patient care.
- Establishes and maintains mutual aid agreements with neighboring ambulance services, air medical transport services, and hospitals.
- Coordinates with Hollis Communications for efficient radio and paging procedures.
- Coordinates with the NH Bureau of EMS and the National Registry of EMTs to ensure compliance with statutes, regulations, and rules relative to training and operation.
- Maintains regular communication with the police chief, fire chief, DPW director, emergency management director, and town administrator.

- Establishes and manages the annual operating budget throughout the year to meet medical care needs and personnel training requirements for the effective response to ambulance calls; evaluates and obtains input on purchasing needs for supplies, vehicles, and equipment, approves all purchases, and processes bills and payroll for timely payment. Oversees Ambulance Expendable Trust Fund.
- Supervises attendants; manages the attendant recruitment and retention process and conducts interviews and new attendant orientation and driving program; maintains personnel files; maintains and ensures current licensure for attendants.
- Meets annually with Mason representatives to review ambulance services provided for the past year and calculate the annual stipend for the coming year; maintains ongoing communications with Mason Fire/EMS Chief
- Designs and coordinates ambulance attendant training.
- Establishes and revises Standard Operational Guidelines for efficient and professional operation of the Ambulance Service. Oversees the updating of the Road Book.
- Oversees the proper operation, stocking, and cleanliness of all vehicles; coordinates the preventative maintenance schedule and emergency repairs of all vehicles; performs or coordinates routine and upkeep maintenance within the Ambulance portion of the Safety Complex.
- Attends continuing education programs and holds active membership on district and local coordinating councils.
- Responds during off-duty hours, as necessary, for adequate ambulance service coverage and when the presence of the Chief is needed.
- Coordinates public education in schools and businesses and teaches public safety programs. Cooperates and participates with the schools on drills. Promotes and ensures the continued professional image of the Ambulance Service and its team to the public.
- Actively performs recruiting efforts and public outreach events and programs.

Performs other related duties as required.

Knowledge, Skills, and Abilities Required

Thorough knowledge of advanced emergency medical techniques and life-saving skills; thorough knowledge of emergency rescue techniques. Knowledge and skill in ambulance operation, medical equipment, and two-way radio communication. Knowledge of applicable local, State, and Federal regulations, NREMT guidelines, local hospital protocols, and AHA instructor guidelines. Ability to develop and implement a budget; ability to prepare reports and grant writing experience preferred. Ability to speak and write effectively; ability to develop and maintain effective working relationships with subordinates, town departments, public officials, business people, and the general public. Ability to learn, support, and interpret town policies relevant to emergency medical services. Skill in use of office equipment, computers, social media, software and mobile communications.

Minimum Qualifications

Minimum high school diploma, Associate's degree in Health Occupations preferred; NREMT Certification required; Current New Hampshire Provider License (or ability to obtain NH license); Advanced state licensure preferred; seven years' experience in public or private emergency medical service work, including four years supervisory/management experience; OR any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills, and abilities. Possession of a valid driver's license. Ability to meet the physical fitness requirements of the department, including required inoculations or titers and occupational health exam; ability to work under physically and emotionally stressful situations; ability to pass background checks and health screening prior to employment.

Physical Exertion/Environmental Conditions

Work is performed in a variety of environmental conditions, including hot, cold, wet, slippery, noisy, etc. Employee may be exposed to toxic fumes, chemicals, and substances, fuels, and fluids, as well as grotesque sights and smells associated with major trauma, sickness, and death. In emergency situations, may be exposed to carcinogenic dusts, radioactive and toxic substances, and infectious agents such as bodily fluids, sewage, and contaminated water. Tasks and procedures performed in some emergencies may involve risks and requires lifting at least 80 pounds. Work may involve emotional stress and hazards of disability or even death.

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