



Career Service Authority

Chief Paramedic

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GENERAL STATEMENT OF CLASS DUTIES

Organizes and directs the activities of the Paramedic Division at the Denver Health Medical Center.

DISTINGUISHING CHARACTERISTICS

The Chief Paramedic reports to the Paramedic Division-Medical Director at Denver Health Medical Center and manages and coordinates the administrative and medical activities of subordinate managers assigned to the Division.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated vision and objectives for the division or agency.

Work assignment is unstructured and employee is responsible for implementing and managing a variety of objectives, resources, and strategies to achieve the goals of the division or agency. Duties performed include operational and organizational planning; developing standards, schedules, priorities, guidelines, processes and measurement (evaluation) systems; implementation of production and performance management standards; and allocating resources.

Employee is responsible for implementing operational goals and objectives and for the management of a range of complex divisions and/or city wide responsibilities and overall functions in which several projects and programs may be in progress with simultaneous, multiple resource involvement. Develops solutions to organizational and operational problems; responsible for organizational management (development, staffing, and conflict); and allocating resources.

Level of Supervision Received and Quality Review:

Under executive direction, the employee is delegated personal responsibilities and authorities over a department division, agency or department. Agency manager or director, the Mayor, cabinet member or a commission or board, may review work for soundness of judgment and conclusion.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and knowledge are required. Contacts where the exchange of information, support, influence and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

Level of Supervision Exercised:

Supervises two or more subordinate managers.

ESSENTIAL DUTIES

Directs and coordinates the administrative and medical activities of the Paramedic Division by developing and implementing policies, procedures and priorities consistent with policy established by higher-level executives and by determining the most effective utilization of resources in order to carry out agency goals and objectives for providing services to target populations.

Assists in the development and supervision of quality improvement activities; evaluates the quality of services provided through review of reports, statistical data and other information and conferences with reporting staff; authorizes redistribution of a variety of resources to meet changing operational needs; resolves conflicts between reporting supervisors/managers; establishes reporting relationships and administrative controls over program, project, and/or operations; coordinates activities with other agencies or divisions in areas of mutual concern in order to ensure compliance with established policies, objectives, priorities and applicable laws, rules and regulations.

Delegates responsibility and authority over operational functions to subordinate supervisors.

Handles complaints regarding patient care and treatment.

Evaluates quality, effectiveness and efficiency of unit activities and safety standards.

Acts as a liaison between the Paramedic Division, other City agencies and the public.

Assists in the coordination of continuing medical education programs for division employees.

Directs the development of performance evaluation standard for functions managed within the guidelines set by top management. Formally evaluates the work of directly subordinate supervisors and/or staff.

Develops and implements staff training and development plans to provide cross-training of employees, specific job related training and other approaches to provide opportunities for staff flexibility and development.

Implements and interprets policies and procedures developed by higher level manager or supervisors.

Assists in developing, recommending and coordinating the implementation of new procedures for the assigned functions or unit.

Attends a variety of meetings to ensure coordination with other entities, resolves implementation problems, and acts as chief spokesperson to groups directly affected by the administrative activities.

Interviews and selects staff reporting directly to this position and assists with other interviews as required.

Assists in the development of departmental budgets.

Performs the work of a paramedic as required.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Oral Communication – Expresses ideas and facts to individuals or groups effectively; makes clear and convincing oral presentations; listens to others; facilitates an open exchange of ideas.

Leadership – Inspires, motivates, guides others toward goals; coaches, mentors, challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness and respect for individuals by applying these values daily.

Problem-Solving – Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Written Communication – Expresses facts and ideas in writing in a succinct and organized manner.

Flexibility – Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with pressure and ambiguity.

Decisiveness – Makes sound and well-informed decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, in order to accomplish organizational goals; causes change.

Interpersonal Skills – Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations.

Human Resources Management – Empowers staff by sharing power and authority; develops lower levels of leadership, pushing authority down and out throughout the organization; shares rewards with staff; ensures staff are properly selected, used, appraised, and developed, and are treated fairly.

Self-Direction – Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

Team Building – Manages group processes; encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with other to achieve goals.

Conflict Management – Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

Technical Competence – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

Influencing/Negotiating – Persuades others; develops networks and coalitions; gains cooperation from others to obtain information and accomplish goals; negotiates to find mutually acceptable solutions; builds consensus through give and take.

Client Orientation – Anticipates and meets the needs of clients; achieves quality end-products; is committed to improving services.

Planning and Evaluating – Determines objectives and strategies; coordinates with other parts of the organization to accomplish goals; monitors and evaluates the progress and outcomes of operational plans; anticipates potential threats or opportunities.

Managing Diverse Workforce – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce; manages workforce diversity.

Creative Thinking – Develops new insights into situations and applies innovative solutions to make organizational improvements; designs and implements new or cutting-edge programs/processes.

Internal Controls/Integrity – Assures that effective internal controls are developed and maintained to ensure the integrity of the organization.

Vision – Envisions a long-term view and initiates organizational change for the future; builds the vision with others; spots opportunities to move the organization toward the vision.

Knowledge of standard policies, procedures and protocols sufficient to be able to direct division activities according to established guidelines.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Knowledge of basic and advanced Emergency Medical Technology techniques and methodologies sufficient to be able to perform the work of a paramedic.

Knowledge of quality improvement sufficient to be able to administer a quality improvement program.

Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.

Skill in using the principles of effective and persuasive communications to elicit and/or present explanatory or interpretive information.

Skill in independent adapting, interpreting and applying written guidelines, precedents, and standardized work practices to a variety of precedence and problematic situations.

Skill in exercising initiative, judgment, and decision making in solving problems and meeting the objectives of the unit or project.

Skill in evaluating the effectiveness of existing methods and procedures and making recommendations for modification or improvements.

Physical Demands:

Balancing: maintaining body equilibrium to prevent falling over

Carrying: transporting an object, usually by hand, arm or shoulder

Crouching: bending body downward and forward by bending legs

Eye/hand/foot coordination: performing work through using two or more

Fingering: picking, pinching or otherwise working with the fingers

Handling: seizing, holding, grasping or otherwise working with hands

Kneeling: bending legs to come to rest on one or both knees

Lifting: raising or lowering an object from one level

Pushing: exerting force upon an object so that the object is away

Pulling: exerting force on an object so that it is moving to the person

Reaching: extending the hand(s) and arm(s) in any direction
Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Sitting: remaining in the normal seated position.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Near vision: ability to see details at close range (within a few feet of the observer).
Accommodation: ability to adjust vision to bring objects into focus
Color vision: ability to distinguish and identify different colors
Depth perception: ability to judge distance and space relationships
Far acuity: ability to see clearly at 20 feet or more
Field of vision: ability to see peripherally

Working Environment:

Pressure due to multiple calls and inquiries
Subject to many interruptions
Subject to varying and unpredictable situations
Subject to long irregular hours
Handles emergency or crisis situations
Extreme cold: temperature cold enough to cause marked bodily discomfort
Extreme heat: temperature hot enough to cause marked bodily discomfort
Temperature changes: variations in temperature from hot to cold
Wet: frequent contact with water or other liquid
Noise: sufficient noise to cause distraction or possible hearing loss
Hazards: conditions where there is danger to life, body, and/or health
Atmospheric conditions: conditions that affect the skin or respiratory system

Education Requirement:

Bachelor's Degree in a business or healthcare curriculum from an accredited college or university.

Experience Requirement:

Two years of experience as a supervisor over paramedics in an emergency ambulatory service.

Education/Experience Equivalency:

Two years of the appropriate type and level of experience will serve as an equivalency to one year of education. (For example, if a Baccalaureate Degree is required, eight years of relevant experience can be substituted.)

Licensure and/or Certification:

Possession of a current Colorado Emergency Medical Technician - Paramedic (EMT-P) Certificate issued by the State of Colorado and a valid Colorado Class "R" Driver's License at the time of appointment. All certifications and licenses must be kept current as a condition of continued employment.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 09/16/2005

REVISED BY: Earline Hill

CLASS HISTORY: The duties and responsibilities were revised during the Denver Health Paramedic Division reorganization.