



## Career Service Authority

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# Paramedic Operations Supervisor

### GENERAL STATEMENT OF CLASS DUTIES

This class supervises and directs the daily operations of the Denver Health Paramedic Division and the functions of its personnel.

### DISTINGUISHING CHARACTERISTICS

The *Paramedic Operations Supervisor* class performs first-line supervisory duties over workers who deliver pre-hospital emergency medical services to the City and County of Denver.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several tasks, programs or projects in various stages of completion.

#### ***Level of Supervision Received and Quality Review:***

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

#### ***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 specialized knowledge are required in carrying out the programs and policies of an organization.

#### ***Level of Supervision Exercised:***

Supervises two or more full time employees who do not supervise.

## ESSENTIAL DUTIES

Maintains skill levels consistent with patient care responsibilities required of the Paramedics; provides patient care, scene control, appropriate vehicle operations, and equipment maintenance and operation; analyzes the effectiveness and efficiency of paramedic operations.

Implements safety standards and develops procedures to ensure compliance; maintains an adequate stock of supplies and equipment.

Investigates complaints and ensures incident reports are collected from staff when there is an indication of potential liability for the agency; prepares and provides these reports to the Chief Paramedic.

Participates as a preceptor for students in the field as assigned; may perform orientation of new employees.

May assist in the evaluation of new equipment and medical procedures and the analysis of new drugs and medicines and prepares detailed reports.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Motivates and guides others toward goals.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes.

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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, Knowledge & Skills:***

**Customer Service** – Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public,

individuals who work in the agency, other agencies, or outside organizations) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services and evaluating customer satisfaction.

**Medicine and Dentistry** – Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptom, treatment alternatives, drug properties and interactions, and preventive health-care measures.

**Public Safety and Security** – Knowledge of intelligence operations; public safety and security operations; occupational health and safety; investigation and inspection techniques; or rules, regulations, precautions, and prevention techniques for the protection of people, data, and property.

**Education and Training** – Knowledge of the concepts, principles, and theories of instructional methods such as teaching, training, research, making presentations, lecturing, and testing.

**Chemistry** – Knowledge of the concepts, principles, theories of the composition, structure, and properties of substances, and of the chemical processes and transformations, including uses of chemicals and their interactions, danger signs, production techniques, and disposal methods.

**Mathematical Reasoning** – Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.

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

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

**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.

**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.

**Leadership** – Inspires, motivates and guides others toward goals; coaches, mentors and 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.

**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.

**Supervising a Diverse Workforce** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce. Implements diversity policies for subordinate staff; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

**Human Resources Management** – Empowers and mentors staff by sharing power and authority; develops lower levels of leadership; shares rewards with staff; ensures staff are appraised, developed, and are otherwise treated fairly.

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

**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 others to achieve goals.

**Decisiveness** – Makes sound and well-informed decisions; perceives the impact and implications of decisions. Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

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

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

Knowledge of supervisory principles and practices sufficient to be able to perform elements of full, formal supervision.

Knowledge of supervisory principles and practices sufficient to be able to develop an employee performance enhancement plan and determine priorities.

Knowledge of supervisory principles and practices sufficient to be able to determine the most appropriate course of action in responding to grievances and in problem resolution/developing alternatives.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

### ***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:***

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:***

Graduation from high school or possession of a GED Certificate.

***Experience Requirement:***

Five (5) years of advanced life support ambulance experience, including training, orientation, or supervisory functions.

***Education/Experience Equivalency:***

An equivalent combination of education and experience may be substituted for education and experience requirements.

***Licensure and/or Certification:***

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

**CLASS DETAIL**

**FLSA CODE:** Exempt

**ESTABLISHED DATE:** 09/16/1995

**REVISED DATE:** 07/01/2005

**REVISED BY:** Earline Hill

**CLASS HISTORY:** This class specification was revised into the new format during the Denver Health Paramedic Division organization.