



Position	Paramedic Field Supervisor	WC Class	Field
Reports To	Operations Manager/Exec Dir	Date	October 21, 2021
Pay Range Hourly	\$21.00 - \$29.28	Revised	July 15, 2021
Annual Range	\$61,698.00 - \$86,024.64	Revised By	D. Althaus
Classification	1.275 FTE (2652 Hours Annual)		

**DEFINITION:**

Under general supervision of the Operations Manager and the Executive Director, the Paramedic Field Supervisor will assist administration in supervising the daily operations of Orange Cross Ambulance, Inc. This position is tasked with ensuring the daily elements required for prompt response to Emergency and Non-Emergency calls and the provision of quality medical treatment and transportation to appropriate medical facilities are in place. The Paramedic Field Supervisor must have excellent communication skills, the ability to effectively organize and manage team members, and implement/ensure compliance with policies and procedures.

**ESSENTIAL FUNCTIONS:**

*(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics.)* The list of tasks is illustrative only and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.

**TASKS:**

- Responds to emergency/non-emergency calls, providing basic and advanced life support treatment to patients within the defined scope of practice
- Daily Supervision of all crew members. Including but not limited to:
  - Assist with scheduling and staffing for same day and next day.
  - Assist with assigning, directing, and reviewing the work of OCA EMS providers.
  - Assure crews are responding quickly and efficiently.
  - Monitor system status.
  - Review employee hours entered in the Aladtec payroll program prior to submission.
  - Responsible for achieving minor economies and mitigating loss through oversight of the proper handling of or accounting for materials, supplies, facilities.
  - Maintain seamless and cohesive relationship with Communication Specialists in the OCA Comm Center, always being on the "same page".
- Leads in all aspects of daily duties:
  - Station Chief for one of 5 Stations:
    - Monitor station supplies. If supplies are missing or absent, perform immediate cycle counts and coordinate with Supply Officer for supply transfers.
    - Verifies stations and equipment are clean, well kept, and stored in an organized fashion.
    - Enforce Station Duties / Roster
    - Leads and delegates work for special projects if facilities maintenance is required.



- Ensure that all necessary patient care and billing documentation is completed within the required timeframe and complies with all current policies and procedures:
  - Daily consult with Billing Manager/Billing Assistant or QA for PCRs that require crew attention/addendums.
  - Daily follow up on PCRs requiring signatures.
- Assist in all aspects of equipment and vehicle maintenance:
  - Daily unit maintenance in-house.
  - Daily "maintenance due" check and coordination with Comm Center for oil changes/minor service.
  - Verification that all units are stocked, clean, and in working order.
  - Daily equipment malfunction check and processing of all send-outs for repair.
- Assist in the proper intake of customer/employee concerns and complaints as well as processing initial reports:
  - Follow established process for employee complaint intake and coordinate with HR.
  - Follow established process for customer complaint intake and coordinate with Operations Manager or Executive Director.
- Complete daily and monthly reports as required.
- Set example through demonstration of best practices to new hires and EMS students.

### **Knowledge and Skills:**

- Must have a thorough knowledge of OCA policies and procedures and be able to accurately interpret these for others.
- Must demonstrate the ability to solve unusual problems and give precise direction.
- Must have above average teaching and motivational abilities.
- Must have above average ability to work cooperatively, courteously, and professionally with co-workers, customers, the public, and governmental agencies in an often-demanding environment.
- Must possess or undergo training to achieve an above average knowledge of local, regional, state and federal laws, rules and regulations pertaining to EMS and ambulance operations.
- Ability to counsel employees effectively to achieve a desired result.
- Ability to gain respect from others rather than demanding it.
- Ability to counsel co-workers by assessing personal competencies, values, and goals, and identifying and planning for development.
- Ability to serve as an instructor by presenting information and directing structured learning experiences so that individuals learn.

### Other Characteristics:

- **Time Management:** The Paramedic Field Supervisor will plan and structure time effectively and efficiently. They should concentrate effort on the most important priorities and multitask well as well as being able to attend to a broad range of activities.
- **Goal Orientation:** The Paramedic Field Supervisor will understand the concepts of setting and attaining specific and challenging goals. They should analyze these goals terms of importance and deadline and then categorize them in terms of priority.
- **Organizational Skills:** The Paramedic Field Supervisor will organize workflow to effectively execute they/their duties while assuring that all action items assigned to them are completed in a timely manner.
- **Work Ethic:** The Paramedic Field Supervisor will demonstrate and live an ethical work model. This should be done by treating all direct reports fairly and honestly while assuring that the needs of the customer are met in a professional and caring manner.
- **Initiative:** The Paramedic Field Supervisor will take the initiative to complete the job at hand without prompting.
- **Effort:** The Paramedic Field Supervisor will always exert maximum effort and serve as a role model for the staff they supervise.
- **Persistence:** As a Paramedic Field Supervisor you will demonstrate persistence during the daily performance of their duties.
- **Energy:** The Paramedic Field Supervisor will always bring a high level of energy to their job performance.
- **Optimism:** The Paramedic Field Supervisor will maintain an optimistic demeanor during their daily job performance.
- **Self-Control:** The Paramedic Field Supervisor will display self-control during the performance of their duties.
- **Stress Tolerance:** The Paramedic Field Supervisor will be aware of the daily stressors that can affect the staff's job performance.
- **Personal Resiliency:** The Paramedic Field Supervisor will demonstrate and educate staff to be personally resilient to assure peak job performance.
- **Work/Life Balance:** The Paramedic Field Supervisor will educate the staff on the importance of ensuring a strong work/life balance to maintain their peak job performance.
- **Adaptability:** The Paramedic Field Supervisor will demonstrate the importance of keeping up with the continual changes in healthcare and educate the staff so they can adapt.
- **Self Confidence:** The Paramedic Field Supervisor will demonstrate the importance of maintaining a self-confident approach to daily operations and educate staff about the discipline and training necessary to achieve it. They should work hard to ensure that self-confidence is not perceived as arrogance.
- **Self-Awareness:** The Paramedic Field Supervisor will demonstrate the importance of maintaining self-awareness and educate staff about its benefits in daily operations.
- **Self-Reliance:** The Paramedic Field Supervisor will demonstrate maintenance of self-reliance during daily operations and will educate the staff about the knowledge and skills needed to achieve it.
- **Humility:** The Paramedic Field Supervisor will demonstrate the importance of maintaining humility in daily interactions.



- **Suspending Judgement:** The Paramedic Field Supervisor will maintain a non-judgmental approach to professional interactions and will continually demonstrate the importance of maintaining it.
- **Intellectual Curiosity/Continuous Learning:** The Paramedic Field Supervisor will demonstrate the importance of a constant desire to learn/improve and will take advantage of learning opportunities during daily operations to further educate the staff.
- **Seeking Feedback:** The Paramedic Field Supervisor will demonstrate the importance of seeking feedback and educate the staff about the benefits of doing so. They should desire constructive feedback regarding personal performance to continuously grow as a leader.

### **MINIMUM QUALIFICATIONS:**

- Must be licensed as a Paramedic in the State of Wisconsin (Critical Care preferred or at first available opportunity - OCA Sponsored)
- High School diploma or equivalent
- Valid State of Wisconsin Driver's License
- Valid AHA Healthcare Provider CPR Certification
- Valid AHA ACLS Certification (PALS/PEPP preferred or completed within 1 year)
- Successful completion of EVOC Course

### **Physical Requirements**

- Work requires the ability to sit, stand, walk, lift, bend, squat, reach above shoulders, and twist frequently. Work also requires the ability to function effectively while lifting or carrying heavy, bulky items, equipment, materials, supplies, and persons weighing up to 200 lbs (with assist) in unpredictable weather conditions over varying terrain. Risk of bodily harm and the potential for exposure to the following hazards on a continuous basis exist: Mechanical, Electrical, Chemical, Radiation, Blood and Body Fluids
- Must have functional vision and hearing

### **Special Requirements**

- Must complete Local Credentialing with Orange Cross Ambulance
- Must pass a State of Wisconsin Caregiver Background Investigation
- Must pass pre-employment screening test, physical exam, drug test, and lift assessment
- Required to abide by provisions of signed confidentiality agreement

