



Job Description			
Clinical Services Director			
Effective Date:	TBD	Review Date:	2024 1Q

Position Information

Position Title	Clinical Services Director
Reports to	Executive Director
Direct Reports	Education Captain
Indirect Reports	Instructors
FLSA	Non-Exempt

Position purpose and summary

The Clinical Services Director will support exceptional clinical care by planning, implementing, improving and evaluating the clinical quality and education operations of the Department; building an effective education and quality team; inspiring clinical staff to achieve quality patient care and other goals; developing systems and processes to meet and exceed clinical and organizational standards continuously; maintaining clinical operational readiness, achieving operational safety; creating a positive public image; leading as a member of the leadership team to achieve our vision, mission, and objectives.

Pre-Requisites

- 1. Certification/Licensure:**
 - a. Professional Healthcare license to include the following:
 - i. National Registry of EMTs: Certification as a Paramedic.
 1. Preferred: Critical care paramedic (UMBC, CC-P, FP-C or equivalent)
 2. Preferred: Community paramedic certification (CP-P or equivalent)
 - b. Valid Driver’s License
 - c. Valid AHA BLS for Healthcare Provider Instructor
 - d. Valid AHA ACLS Instructor or ability to obtain within 6 months
 - e. NIMS ICS 100, 200, 300, 400 or ability to obtain within 6 months
 - f. State of Utah EMS instructor or ability to obtain within 1 year
 - g. State of Utah Course Coordinator or ability to obtain within 1 year
 - h. State of Utah Training Officer certification or ability to obtain within 1 year
 - i. PALS or PEPP instructor or ability to obtain within 1 year
- 2. Education:**
 - a. Possession or commitment to completion of an associate level degree from a regionally accredited post-secondary educational institution within 3 years; if working toward a degree, commitment requires submission of an official grade report or transcript at the close of each semester to the Executive Director.
 - i. Preferred Bachelor or graduate level degree from a regionally accredited post-secondary education institution in an applicable field.
 - a. A combination of formal, post-secondary education, and related work experience could be considered in lieu of a post-secondary degree.
- 3. Length of Service:**
 - a. Minimum of 5 years as a lead Paramedic in a 911 capacity
 - b. Minimum of 2 years of progressive quality and/or education experience.
 - i. Preferred 5 or more years in a quality or education role in an EMS department.
- 4. Skills:**
 - a. Ability to effectively communicate verbally and in writing. Ability to utilize word processing and spreadsheet software to prepare letters, memos, and reports.



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b. Ability to utilize reporting features, GIS databases, and other data processing tools to analyze information and build reports.

Essential Functions

Education Responsibilities

Continuing Medical Education: The Clinical Services Director will plan and develop department continuing medical education programs and assist with additional ongoing education. Will ensure staff receive high quality and applicable medical education and training.

- Plan and organize weekly shift trainings.
- Oversee monthly evening CMEs.
- Train and retain a cadre of instructors and work with all interested members in the development of their teaching abilities.
- Communicate the dates, times, and topics of these early and often.
- Ensure instructors are chosen, given guidance, and are prepared.
- Ensures all equipment (mannequins, A/V, etc.) is available and in working order.
- Ensure topics and trainings are aligned with current department needs and expectations.
- Receive feedback from staff and others on training and adjust as/if needed.
- Utilize QA/QI metrics in developing educational content.

Department Training Officer: The Clinical Services Director will ensure all required educational standards are followed and that staff maintain the correct certifications.

- Track all employee mandatory trainings and education.
- Communicate deficiencies to employees/management regarding their certifications.
- Provide management of the recertification process for both NAEMT and the State of Utah.
- Ensure education and CME planning will fulfill all requirements for recertification of employees.

Employee knowledge/skill development: The Clinical Services Director will monitor employee educational development and provide feedback.

- Develop education action plans to address variances in the system.
- Ride along with crews to help evaluate educational needs in the department.
- Evaluates learner performance, provides feedback, and develops learner remediation plans.
- Along with the Executive Director and the Medical Director, develop required annual competencies.
- Provide for testing of annual competencies.
- Evaluate outside educational opportunities for use within the department.

Public Education: The Clinical Services Director will be the main contact for all public education programs provided by the Department. They will help the department meet community education expectations and help improve citizen preparedness to respond to emergencies.

- Oversees community EMT classes, including acting as the course coordinator when/if needed.
- Develops and implements community education programs (ex. Stop the bleed, bike safety, CPR in schools).
- Oversee American Heart Association Training Center operations, including training site evaluation, instructor development, and quality assurance regarding AHA courses.



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- Ensures all educational program administrative requirements are completed, to include calculation and submission of grades, maintenance of program, course, and student/participant records, and preparation and submission of data and reports.
- Creates a positive department public image.

Clinical Quality Responsibilities

Quality Assurance and Improvement: The Clinical Services Director main duties are to develop and administer a department quality assurance and improvement program and ensure the department is providing safe and effective clinical care.

- Develop along with the Medical Director and the Executive Director a QA/QI plan.
- Develop programs and processes to improve quality, improve safety, and decrease risk.
- Conducts ongoing quality assurance and quality improvement programs providing feedback to personnel, operations, and administration.
- Participate in meetings with hospitals and other agencies to communicate and ensure department quality goals are being met.
- Coordinates and manages the Quality improvement committee, conducts meetings, prepares material, and ensures meetings are effective.
- Develop methods to track and report on QA/QI performance goals and initiatives.
- Tracks trends, specific indicators, and benchmarks for the agency that affect patient care, protocol compliance, equipment performance, and administrative process.
- Investigates variances and deviations from clinical standards. Develops recommendations to the Executive Director based on findings.
- Observe patient care provided by EMS crews to ensure the EMS team achieves clinical excellence.
- Periodically review patient care charts and work with both staff and management to ensure the standards of the department are being met.
- Receive feedback from hospitals, including patient outcomes, staff proficiency, and complaints.
- Promote a culture of safety and clinical excellence.

Protocol and Patient Care Guideline Development: The Clinical Services Director will work in conjunction with the Executive Director and the Medical Director to develop policies and guidelines to ensure proper medical and clinical treatment of patients.

- Develop a working group to review, evaluate, and make recommendations regarding suggested changes in patient care guidelines.
- Ensure department COGs are in compliance with state law and are approved by the department’s Medical Director.
- Ensure guidelines follow established best practices.
- Stays up to date on new procedures, medications, and clinical equipment.
- Ensures that any tool the department uses to access COGs are updated frequently.
- Communicates changes in guidelines to receiving hospital staff and provides information and guideline training to those organizations.
- Provide regular reports to administrative staff on upcoming changes in clinical practice.



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Core Value: Professionalism

1. **Work Attitude:** The Clinical Services Director will: take the initiative to complete work assignments without prompting; exert maximum effort and serve as a role model for staff; demonstrate persistence during the performance of daily duties; bring a high level of energy to job performance; and maintain an optimistic demeanor during job performance.
 - a. Measurement methods and criteria: Direct observation, team feedback.
 - Outstanding (7 points): Independently and proactively performs all work required, leads by example, and maintains a high level of personal attitude.
 - Meets standard (4 points): Performs all work required, occasionally requires prompting.
 - Needs improvement (1 point): Exhibits a low level of energy or often does not complete work tasks or assignments.

2. **Communication:** The Clinical Services Director will understand the importance of: effective communication with coworkers; active listening and how it promotes effective communication; facilitating discussions with various stakeholders (including coworkers, customers, other emergency responders, healthcare professionals, the public, etc.); developing and maintain contacts that can be used to assist with job related responsibilities.
 - a. Measurement methods and criteria: Direct observation and team feedback.
 - Outstanding (7 points): The Clinical Services Director leads by example, provides effective communication, facilitates discussions, and teaches others how to do the same. The Clinical Services Director networks with and communicates effectively with external stakeholders.
 - Meets standard (4 points): The Clinical Services Director provides effective communication with coworkers with minimal or no guidance and facilitates discussion with internal and external stakeholders.
 - Needs improvement (1 point): The Clinical Services Director provides ineffective communication with coworkers and the public.

Core Value: Integrity

3. **Acting with Integrity:** The Clinical Services Director will: Understand EMS finance and aim to reduce waste in daily operations. Follow all appropriate ethical standards in the workplace; act honestly and display the highest level of integrity. Be accountable and accept personal responsibility for her or his own actions; and understand the importance of ethical behavior in the face of adversity or contrary public opinion.
 - a. Measurement method and criteria: Direct observation, team feedback.
 - Outstanding (7 points): The Clinical Services Director is aware of the organizational goals, ensure accountability and progress toward meeting objectives, and effectively communicates status to both staff and management.
 - Meets standard (4 points): The Clinical Services Director sets an example of fulfilling work obligations and holds all staff accountable in a fair and consistent manner.
 - Needs improvement (1 point): The Clinical Services Director fails to hold staff accountable for day-to-day responsibilities or promotes a culture that misrepresents work accomplishments in ways that would cover up mistakes or breaches of responsibilities.

4. **Work Habits – Time Management:** The Clinical Services Director will plan and structure time effectively and efficiently. The Clinical Services Director must concentrate effort on the most important priorities in the short and long term. The Clinical Services Director should be able to attend to a broad range of activities.
 - a. Measurement method and criteria: Ability to meet established deadlines, direct observation.



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- Outstanding (7 points): Independently meets or exceeds all established deadlines and assists other supervisors or Directors with project completion.
- Meets standard (4 points): 80-90% of the time meets or exceeds established deadlines and clearly communicates in advance when barriers or competing priorities require modification of completion targets.
- Needs improvement (1 point): <80% of the time meets established deadlines and/or does not clearly communicate in advance when barriers or competing priorities require modification of completion targets.

Core Value: Knowledge

5. Problem Solving: The Clinical Services Director will: use current information to make educated decisions; have a basic understanding of how analytical decisions are made to help ensure clinical and operational excellence; be able to concentrate and use information gathering skills to make immediate decisions; and have basic knowledge of all job functions that he or she oversees.

a. Measurement method and criteria: direct observation and team feedback.

- Outstanding (7 points): The Clinical Services Director independently and proactively employs information gathering techniques to understand problem scope and formulates plans appropriate to the issue at hand. The Clinical Services Director often identifies potential problems before they affect safety, patient care, or the reputation of the organization.
- Meets standard (4 points): The Clinical Services Director employs information gathering techniques to understand problem scope and formulates plans appropriate to the issue at hand.
- Needs improvement (1 point): The Clinical Services Director fails to complete analysis of problems (under-or over- analysis) or makes assumptions about the origin of problems or makes hasty or prolonged decisions that may result in actions affecting the wrong issue or inaction.

6. Learning: The Clinical Services Director will demonstrate the importance of: developing good learning strategies; maintaining a level of intellectual curiosity; continuous learning; and seeking feedback regarding personal performance to continuously grow.

a. Measurement method and criteria: formal education completed, direct observation, and team feedback.

- Outstanding (7 points): The Clinical Services Director is a constant student and educator. The Clinical Services Director develops strong processes for research, development, and feedback. The Clinical Services Director proactively and independently participates in internal and external educational opportunities for professional development.
- Meets standard (4 points): The Clinical Services Director is a constant student and educator who utilizes time to educate staff when learning situations arise.
- Needs improvement (1 point): The Clinical Services Director puts in the minimum educational hours required or overextends and misses other deadlines or assignments.

7. Developing Others: The Clinical Services Director will understand the importance of: maintaining a workplace that supports the adult learner; interpreting organizational and individual data and should use said data to measure workplace performance; effectively assessing those he or she leads in a manner that is open, honest, supportive of organizational and individual strengths and opportunities.

a. Measurement method and criteria: delegated projects, performance improvement plans records, records of conversation, direct observation, and team feedback.

- Outstanding (7 points): The Clinical Services Director assigns responsibility for projects and programs to the staff member with the most applicable experience or expertise and allows work with minimal interference. The Clinical Services Director determines what learning and feedback



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methods are most appropriate for the needs of his or her audience and provides timely feedback and follow up.

- Meets standard (4 points): The Clinical Services Director assigns responsibility for projects and programs to the staff member with the most applicable experience or expertise and allows work with minimal interference.
- Needs improvement (1 point): The Clinical Services Director fails to delegate responsibility for projects or programs or assigns responsibility with consistent micromangement.

8. Evaluating Others: The Clinical Services Director will: understand the importance of trust in an organization and respect opposing viewpoints; provide appropriate feedback to employees in a fair and consistent manner; communicate the reasoning for decisions in a manner that ensures understanding while showing employees a high level of respect; review the actions of employees to verify compliance with acceptable levels of behavior and provide appropriate corrective action or positive feedback.

- a. Measured method and criteria: periodic employee evaluations, performance improvement plans, records of conversation, direct observation, and team feedback.
- Outstanding (7 points): The Clinical Services Director administers a consistent policy of setting work goals and objectives and provides constructive feedback on an ongoing basis. The Clinical Services Director proactively and independently collects data and information for staff performance evaluations prior to the deadline.
 - Meets standard (4 points): The Clinical Services Director communicates effectively and fairly with staff to ensure a harmonious workplace including appropriate, documented feedback to correct deficiencies. The Clinical Services Director conducts and completes staff performance evaluations on or before the deadline.
 - Needs improvement (1 point): The Clinical Services Director infrequently or is unable to: consistently set work goals and objectives; provide constructive feedback on an ongoing basis; meets established deadlines to conduct and complete staff performance evaluation.

Core Value: Respect

9. Civic Responsibility: The Clinical Services Director will: provide communication to community stakeholders, understand the value of giving within the community; understand the balance of success of the organization with that of society and maintains focus on doing what is in the best interest of the patient first and foremost; set a good example for employees and consistently behave in accordance with law and policy; and understand that patient advocacy is important to the organization.

- a. Measurement method and criteria: direct observation.
- Outstanding (7 points): The Clinical Services Director provides a positive public image with patients, their loved ones, and other members of the community. The Clinical Services Director is able to ensure the organization presents a positive image in the community during events and when cooperating with other organization. The Clinical Services Director develops a reputation for superb patient advocacy.
 - Meets standard (4 points): The Clinical Services Director provides a positive public image with patients, their loved ones, and other members of the community.
 - Needs improvement (1 point): The Clinical Services Director is not able to engage with patients or the public and provide a positive public image or engage the staff and organization in ways that are designed to be to the benefit of the organization.

10. Motivating others: The Clinical Services Director will understand the importance of her or his role as a leader of the organization; and of the organization goals and objectives and ensure all staff members understand the same.



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- a. Measured method and criteria: direct observation, team feedback.
 - Outstanding (7 points): The Clinical Services Director adheres to the organizations mission, values, and maintains an open, running dialogue with staff and provides information that supports his or her decisions.
 - Meets standard (4 points): The Clinical Services Director adheres to the organizations mission.
 - Needs improvement (1 point): The Clinical Services Director preaches to staff regarding adherence to the organization’s mission statement but fails to live up to the standard that her or she describes.

Physical Qualifications

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. The position requires significant physical strength and dexterity and the ability to function in very adverse environments with exposure to numerous safety risks typically found at emergency scenes. The following guidelines are used to describe the frequency of activities in this position of a typical workday:

- Occasionally equals 1-33%
- Frequently equals 34-66%
- Continuously equals 67-100%

STANDING/WALKING:

Continuously. This usually includes going to and from the emergency vehicle, and getting patients from their locations, and rendering treatment. Most walking would be for short distances, as emergency vehicles are allowed to get as close to the location as possible. However, distances of over 3 miles are not uncommon. Walking and running may vary, however, as the patient may be located inside a large, multi- floored facility, or in a backcountry environment. Standing, walking, and running could be on all types of surfaces, including but not limited to asphalt, cement, concrete, soft/packed dirt, linoleum, wood, hardwood floors, etc. The individual must be able to go up and down slight inclines or declines that may be found at roadsides, agricultural areas, etc. At a location, standing would occur more often than walking or running. Standing would occur on the wide variety of surfaces mentioned above. Standing could last from a few minutes to hours, depending on the situation. Standing could occur in the standard erect position, the kneeling or squatting position, etc.

SITTING:

Frequently. When responding to a location, the individual will sit in the emergency vehicle. The emergency vehicles are equipped with a standard installed vehicle seat. The time performing the sitting activity on a call would depend upon the specific situation. Frequently in station, as the facility is equipped with a small lounge area that is furnished.

LIFTING AND CARRYING:

Frequently. Required to lift and carry weights ranging from a few pounds to ten pounds and above. Occasionally required to lift and carry weights more than 100 pounds or more. Employees will need to lift and carry with one team member adult patients, lifting them from various positions (such as a bed or a chair) onto various patient movement devices, such as an ambulance stretcher, a stair chair, long back boards, etc., and then efficiently move them into an ambulance. Other heavier objects in the high range category would be 5-foot tall, 10-inch diameter oxygen cylinders, and medical equipment boxes. The oxygen cylinders can be made of quarter-inch steel and weigh up to 120 pounds. The medical equipment boxes can weigh approximately fifty pounds or more.

BENDING AND STOOPING:



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Frequently. Throughout a work shift the individual will be required to bend in a range of 1 to 90 degrees. The average situation will require the individual to work in a range of 35-to-65-degree bends. This would involve lifting a patient, lifting equipment, treating a patient at ground level, sitting on a bench located in the ambulance. This activity may be prolonged and last up to 30 minutes or more. During any given call, the provider may bend and/or stoop any number of times per incident.

CROUCHING AND KNEELING:

Frequently. Crouching and kneeling may be performed when on the scene picking up equipment or assisting patients. The actual number of times this is done depends on the incident.

CLIMBING:

Occasionally. This is required when climbing steps up and down with a patient on a cot or other device, and when entering or exiting the emergency vehicle. Generally, the climbing would require that the employee be lifting and carrying heavy objects such as a cot or other device with a patient on it. Balancing may be required when backing down staircases.

REACHING:

Frequently. Throughout the work shift to review monitoring equipment, operate communication equipment, administer oxygen, and operate equipment. The employee may also be required to reach in precarious positions, such as in a vehicle, which has been crushed in an accident, or in other confined spaces. If working inside the ambulance en-route to a medical facility, the employee will need to reach to access the patient and supplies. Reaching will involve partial to full extension of the arms.

PUSHING AND PULLING:

Frequently. The activities that would require the most force in pushing and pulling is when removing or returning a gurney to the emergency vehicle, with and without a patient on the gurney. The weight required to push/pull will vary, depending on the weight on the gurney. Slight pushing will be required if the employee is performing CPR, which can require repetitive pushing and may range from a few minutes to hours. Pushing and pulling is required when operating and closing vehicle doors.

HANDLING OR GRASPING:

Continuously. While working at any given location, continual bilateral gross manipulation is performed in this position. This may be involved when: opening/closing doors; using, handling, carrying, and operating medical equipment that may weigh approximately fifty pounds or more, stretcher rails, various handles attached to equipment and tools. The arm and hand must be able to perform all types of positions, including supination and pronation. Hyperextension, extension, and flexion of the fingers will be involved, ulnar and radial deviation, abduction and adduction of the hand and wrist will be required. A wide variety of grasping will be required, such as cylindrical grasping, palmer grasping, hook grasping, tip grasping, lateral and spherical grasping.

HAZARDS:

Occasionally. The employee, when responding to emergency situations, may be exposed to dust, fumes, gases, fire, smoke, adverse weather conditions, and chemicals. There is also exposure to body substances that may contain infectious materials that could cause illness or death. There is potential for bodily harm or death from violent patients, bystanders, or other dangers. At all times the employee is expected to adhere to all applicable Policies and Procedures concerning safety and the prevention of contamination and infection due to bloodborne pathogens.



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OTHER PHYSICAL REQUIREMENTS

Maintain balance and strength in awkward positions; Speak clearly under stressful circumstances. Accurately communicate ideas orally and in writing in English; Respond physically with speed. Operate effectively in loud environments; could be required to drive an ambulance for long periods of time (up to 5 hours at once); and get along well with others.

MENTAL REQUIREMENTS OF THE POSITION

Handle a significant number of stressful situations, and be able to function calmly, coolly and collectedly under all types of stressful situations; Get along well with diverse personalities; Communicate with patients and others with empathy and respect; Create and maintain a positive and cooperative working environment in stressful situations; Work smoothly and professionally in an environment where teamwork is essential; Analyze and interpret difficult and complex patient care and personnel situations; Work independently with minimum supervision for assigned tasks; Exercise sound independent judgment within general policy and procedural guidelines; Anticipate and identify problems and take initiative to prevent or correct them; Establish and maintain effective working relationships with all levels of personnel within the medical community, the Department, outside agencies, patients, and members of the community; Understand and follow federal, state and local laws, and Department policies, procedures, and rules; Establish and maintain effective working relationships with others; Follow orders; Remember and apply concepts, knowledge and principles; Analyze and interpret situations; and appropriately deal with stress and maintain composure when encountering serious injuries or illnesses.

Employee Acknowledgement

I hereby acknowledge that I, _____, have read this job description and received a copy for my reference.

Employee Signature:

Date: