



Job Description			
Captain (Supervising EMS Officer I)			
Effective Date:	November 13, 2020	Review Date:	2021 3Q

Position Information

Position Title	Captain (supervising EMS Officer I)
Reports to	Executive Director
Direct Reports	EMT, AEMT, Paramedic, EMS Officer
FLSA	Non-Exempt

Position purpose and summary

The Captain provides first-line, field supervision to clinical field personnel including EMTs AEMTs and Paramedics. The Captain is responsible for assuring adequate resources are available for on-duty GCEMS crews, facilitating transfer requests, managing the immediate scheduling needs of the Department, acting as the lead ICS officer for smaller incidents, and providing guidance, mentoring, and evaluation for field personnel. The Captain job description will be supplemented with a functional area of responsibility (Operations, Admin, and Clinical/Safety). Supervising EMS Officer I are also required to meet all the requirements of the Advanced EMT II Job Description.

Pre-Requisites

- 1. Certification/Licensure:**
 - a. National Registry of EMTs: Certification as an Advanced EMT.
 - b. Utah Advanced EMT Licensure; if candidate does not currently have a Utah Advanced EMT License, they must be in possession of one by time of hire.
 - c. Valid Driver’s License.
 - d. Possession of NIMS ICS 100, 200, 300, and 400, or ability to obtain within 6 months of hire.

- 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 criteria includes: bachelor or graduate level degree from a regionally accredited post-secondary education institution.

- 3. Length of Service:**
 - a. Minimum of 3 years of experience as an EMS provider at a similar or high volume EMS agency;
 - i. Preferred criteria includes: 5 or more years of experience as an EMS provider at the Advanced EMT Level
 - b. Minimum of 2 years in a supervisory capacity.

- 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.
 - i. Preferred criteria include the ability to use the Microsoft Office or similar software including but not limited to: Word, Excel, Outlook, OneNote, and PowerPoint.
 - b. Ability to utilize electronic patient care reporting software to generate patient care reports and review routine data.
 - c. Ability to identify and operate at all levels of the incident management system.

Essential Functions

- 1. Key Responsibilities**
 - Lead as a member of the leadership team.
 - Provide daily supervision and leadership of field EMTs and Paramedics.



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- Manage and ensure staffing levels are sufficient.
- Provide direct supervision including employee evaluations and corrections.
- Protects department's assets.
- Increase professional knowledge, skills, and performance.
- Creates a positive department public image.
- Provide shift reporting and information.

Core Value: Professionalism

- 2. Work Attitude:** The Captain 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: Direct observation, team feedback. Measurement criteria:
 - I. Outstanding: Independently and proactively performs all possible work on shift, leads by example, and maintains a high level of personal and team attitude.
 - II. Meets standard: Performs all possible work on shift, occasionally requires prompting.
 - III. Needs improvement: Exhibits a low level of energy on shift or often seen relaxing or sitting while staff are performing work or requires frequent prompting to tackle work tasks.
- 3. Communication:** The Captain 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.); develop and maintain contacts that can be used to assist with job related responsibilities.
 - a. Measurement methods: Direct observation and team feedback. Measurement criteria:
 - I. Outstanding: The Captain leads by example, provides effective communication, facilitates discussions, and teaches others how to do the same. The Captain networks with and communicates effectively with external stakeholders.
 - II. Meets standard: The Captain provides effective communication with coworkers with minimal or no guidance and facilitates discussion with internal stakeholders.
 - III. Needs improvement: The Captain provides ineffective communication with coworkers.
- 4. Quality Assurance – Readiness:** Ensures that in-service vehicles, supplies, controlled substances, and equipment have been thoroughly checked by all EMS personnel. Ensures that all reported discrepancies are corrected at the earliest possible time. Documents and reports discrepancies to the appropriate coordinator and takes ownership to help fix the issue.
 - a. Measurement Methods: Vehicle checklists, controlled substance logs, daily chore logs, etc. Measurement criteria:
 - I. Outstanding: Full compliance with documented inspections, shift reports, and personnel documentation
 - II. Meets Standard: 80% compliance with documented inspections, shift reports, and personnel documentation
 - III. Needs improvement: <80% compliance with documented inspections, shift reports, and personnel documentation

Core Value: Integrity

- 5. Acting with Integrity:** The Captain will: Understand EMS finance and aim to reduce waste in daily operations. Follow all appropriate ethical standards in the workplace; consistently act honestly and display the highest level of integrity. Be accountable and accept personal responsibility for her or his own actions and those of subordinates; and understand the importance of ethical behavior in the face of adversity or contrary public opinion.



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- a. Measurement methods: Direct observation, team feedback. Measurement criteria:
 - I. Outstanding: The Captain is aware of the organizational goals, ensures accountability and progress toward meeting objectives, and effectively communicates status to both staff and management.
 - II. Meets standard: The Captain sets an example of fulfilling work obligations and holds all staff accountable in a fair and consistent manner.
 - III. Needs improvement: The Captain 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.

6. Work Habits – Time Management: The Captain will plan and structure time effectively and efficiently. The Captain must concentrate effort on the most important priorities in the short and long term. The Captain should be able to attend to a broad range of activities.

- a. Measurement methods: Ability to meet established deadlines, direct observation. Measurement criteria:
 - I. Outstanding: Independently meets or exceeds all established deadlines and assists other supervisors or managers with project completion.
 - II. Meets standard: 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.
 - III. Needs improvement: <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.

7. Quality Assurance – Documentation: The Captain will take the initiative to complete and review patient care documentation for timely entry, completeness, and accuracy on each shift worked.

- a. Measured by shift logs, documented random sampling of shift documentation, and documentation noted to be incomplete by the administrative or QA personnel. Measurement criteria:
 - I. Outstanding: 95% of daily documentation complete and no more than 10% of documentation found to require correction or revision upon further review
 - II. Meets standard: 85-95% of daily documentation complete and no more than 10% of documentation found to require correction or revision upon further review
 - III. Needs improvement: <85% of daily documentation complete and/or 10% or more of documentation found to require correction or revision upon further review.

Core Value: Knowledge

8. Learning: The Captain 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. Measured by formal education completed, direct observation, and team feedback. Measurement criteria:
 - I. Outstanding: The Captain is a constant student and educator. The Captain develops strong processes for research, development, and feedback. The Captain proactively and independently participates in internal and external educational opportunities for professional development.
 - II. Meets standard: The Captain is a constant student and educator who utilizes time to educate staff when learning situations arise.
 - III. Needs improvement: The Captain puts in the minimum educational hours required or overextends and misses other deadlines or assignments.

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



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- a. Measurement methods include direct observation and team feedback. Measurement criteria:
 - I. Outstanding: The Captain independently and proactively employs information gathering techniques to understand problem scope and formulates plans appropriate to the issue at hand. The Captain often identifies potential problems before they affect safety, patient care, other aspects of daily operations, or the reputation of the organization.
 - II. Meets standard: The Captain employs information gathering techniques to understand problem scope and formulates plans appropriate to the issue at hand.
 - III. Needs improvement: The Captain 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.

10. Quality Assurance – Retrospective Clinical Review: The Captain will complete routine quality assurance reviews as assigned by the Clinical Services Manager in the electronic patient care report system.

- a. Measured by completion of assigned reviews and verified random review by the Managing EMS Officer (Clinical Services Manager). Measurement criteria:
 - I. Outstanding: 100% of assigned review complete and no more than 10% of documentation found to require correction or revision upon further review
 - II. Meets standard: 90-95% of daily documentation complete and no more than 10% of documentation found to require correction or revision upon further review.
 - III. Needs improvement: <90% of daily documentation complete and/or 10% or more of documentation found to require correction or revision upon further review

11. Developing Others: The Captain 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; organizational and individual strengths and opportunities.

- a. Measured by delegated projects, performance improvement plans records, records of conversation, direct observation, and team feedback. Measurement criteria:
 - I. Outstanding: The Captain assigns responsibility for projects and programs to the staff member with the most applicable experience or expertise and allows work with minimal interference. The Captain determines what learning and feedback methods are most appropriate for the needs of his or her audience and provides timely feedback and follow up.
 - II. Meets standard: The Captain assigns responsibility for projects and programs to the staff member with the most applicable experience or expertise and allows work with minimal interference.
 - III. Needs improvement: The Captain fails to delegate responsibility for projects or programs or assigns responsibility with consistent micromanagement.

12. Evaluating Others: The Captain 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 by periodic employee evaluations, performance improvement plans, records of conversation, direct observation, and team feedback. Measurement criteria:
 - I. Outstanding: The Captain administers a consistent policy of setting work goals and objectives, and provides constructive feedback on an ongoing basis. The Captain proactively and independently collects data and information for staff performance evaluations prior to the deadline.
 - II. Meets standard: The Captain communicates effectively and fairly with staff to ensure a harmonious workplace including appropriate, documented feedback to correct deficiencies. The Captain conducts and completes staff performance evaluations on or before the deadline.



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III. Needs improvement: The Captain 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.

13. Quality Assurance – Concurrent Review: The Captain will observe patient care provided by EMS crews to ensure the EMS team achieves clinical and operational service excellence. In a sole response capacity the Captain should act as a resource and coordinator on scenes. The Captain will log observations of actions that both are outstanding or need improvement; provide staff with praise or suggested improvements and/or routine corrective actions; and present cases to the appropriate managing officer for review if: exemplary service above and beyond expectations occurs; there is a threat to the reputation of EMS; or may result in disciplinary action.

- A. Measured by shift notes, direct observation, and team feedback. Measurement criteria:
 - I. Outstanding: The Captain independently and proactively observes and supports the operation of other providers. After incidents, the Captain frequently and independently facilitates a debriefing to discuss actions that were outstanding and opportunities for improvement. The Captain maintains concise information and assists in the formulation of performance improvement plans.
 - II. Meets standard: The Captain observes and supports the operation of other providers on location. After major or serious clinical incidents the Captain facilitates a team debriefing to discuss actions that were outstanding and opportunities for improvement.
 - III. Needs improvement: The Captain: frequently overrides or intervenes in patient care when there is no immediate life safety danger; infrequently facilitates debriefings or conducts debriefing in a manner where providers do not feel comfortable contributing; or frequently refers all routine observations and corrective actions to the managing officer for disposition.

Core Value: Respect

14. Civic Responsibility: The Captain 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. Measured by direct observation. Measurement criteria include:
 - I. Outstanding: The Captain provides a positive public image with patients, their loved ones, and other members of the community. The Captain ensures the organization presents a positive image in the community during events and when cooperating with other organization. The Captain develops a reputation for superb patient advocacy.
 - II. Meets standard: The Captain provides a positive public image with patients, their loved ones, and other members of the community.
 - III. Needs improvement: The Captain 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.

15. Motivating others: The Captain will understand the importance of: his/her role as a leader of the organization; and of the organizations goals and objectives and ensure all staff members understand the same.

- a. Measured by direct observation, team feedback. Measurement criteria:
 - I. Outstanding: The Captain adheres to the organizations mission, values, and maintains an open, running dialogue with staff and provides information that supports his or her decisions.
 - II. Meets standard: The Captain adheres to the organizations mission.
 - III. Needs improvement: The Captain preaches to staff regarding adherence to the organization’s mission statement but fails to live up to the standard that her or she describes.



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Executing Tasks and Responsibilities

- 16. Shift Communication:** The Captain will provide oncoming crews with a briefing and feedback session to communicate any operational considerations, safety bulleting, anticipated hazards on shift (weather, road conditions, etc.), planned events, agency initiatives, (e.g., policy, procedure, news), etc.

- 17. Shift Reporting:** The Captain will provide the other supervising and managing officers with an electronic shift report including but not limited to: shift briefing information, personnel issues, assignments assigned to other services, fleet issues, supply issues, safety issues, scheduled transfers, and any other items as requested by the Executive Director, or other management.

- 18. Managing Significant Incidents:** The Captain will respond to multi-patient, technical, or complicated incidents as able, and serves as the Incident Command; EMS Branch Director; or most appropriate role depending on the complexity and jurisdiction of the response. Recognizes when to request additional resources (e.g., administrative support, mutual aid, fire department, etc.). Documents incidents thoroughly and appropriately.

- 19. Employee Management:** The Captain will provide direct supervision over employees on her/his assigned shift as well as others as assigned. The Captain will provide informal and formal feedback and evaluations of employees, and document issues, disciplinary actions, evaluations, kudos, and other items as necessary.

Employee Acknowledgement

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

Employee Signature:

Date: