

Class Concept

Work in this class involves management and/or supervisory responsibilities for Emergency Medical Service's (EMS) programs, activities and initiatives. Positions in this role will oversee health and Medical Emergency Response operations through collaboration with technical staff and partner organizations. These initiatives must be consistent with the State's Emergency Operations Plan and implemented in a coordinated effort between federal, state, and local entities. Positions in this role will manage the development and implementation of specific Emergency Medical Services' programs identified through both the federal program guidelines and the needs and priorities of the North Carolina healthcare infrastructure, including Emergency Medical Services, Public Health, hospitals, Emergency Management, state hospital association, volunteer organizations active in disaster, and related partners. This role includes direct evaluation, planning, and implementation of an EMS program, to include operational components and the State Medical Response System (SMRS). Positions in this role has the responsibility for strengthening the state healthcare infrastructure in expanding capacity to deal with medical, biological, chemical events, as the results of natural weather events or manmade events such as terrorism.

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge of public and private healthcare resources, facilities, and personnel, and ability to interpret and understand information concerning healthcare focused programs.
- Demonstrated knowledge and understanding of hospital and Emergency Medical Services systems.
- Must have demonstrated knowledge and experience with EMS Program Grants.
- Ability to analyze and interpret information provided by clients and based on the information, exercise independent judgment in determining appropriate responses for resolution of problems or in determining an appropriate referral for the client.
- Ability to provide guidance and correctly apply federal and state regulatory and policy requirements to EMS, healthcare, and Emergency Management agencies.
- Considerable oral and written communication skills and ability to communicate program information (verbal and written) to an audience from a wide range of educational and socioeconomic levels including providers, hospitals and other allied health organizations and personnel.
- Demonstrated supervisory competency and skill in supervising others, including coaching and mentoring staff and evaluating performance.

Minimum Education and Experience

Bachelor's degree in business administration, public health administration, or a health related field from an appropriately accredited institution and four years of experience in Emergency Medical Services; or

High school or General Education Development (GED) diploma and eight years of experience which must be in direct provision of Emergency Medical Services; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.