

# NEW CASTLE COUNTY GOVERNMENT

Number 1004

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## CLASS SPECIFICATION

Date 02/10/15

Title: EMERGENCY MEDICAL SERVICES CAPTAIN

Approved:



GENERAL STATEMENT OF DUTIES: Performs a variety of responsible administrative, operational, and technical work assisting emergency medical services management in the coordination of the overall activities of the County's emergency medical services activities to ensure quality service in all areas to the citizens of New Castle County; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class assists in the daily activities of the emergency medical services functions of the Department of Public Safety by performing responsible administrative, operational, and technical functions of a wide variety and scope in the emergency medical services area. This employee is required to be familiar with the emergency medical services aspects of the Department of Public Safety management in solving problems and issues related to the specific assignment. This employee works under general supervision with considerable independence of action to assist an Emergency Medical Services Assistant Chief and/or Chief of Emergency Medical Services. An employee in this position may be required to perform the duties of an Emergency Medical Services Assistant Chief during his or her absence.

### EXAMPLES OF WORK: (Illustrative Only)

- Assists in coordinating activities relating to emergency medical services;
- Assists in establishing, developing and implementing policies and procedures for the provision of emergency medical services throughout New Castle County;
- Attends meetings and reports on emergency medical services activities as specified by management;
- Coordinates the inspection of departmental operating procedures, facilities, and performance to ensure compliance with established standards for established policies and procedures;
- Solves problems by developing innovative, creative, cost effective, and customer friendly solutions;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Works with management on issues and responds to inquiries from a variety of individuals;
- Researches issues and questions and prepares an appropriate response;
- Interacts with other departments, divisions, and agencies concerning related issues;
- Participates at emergency incidents or in an emergency operations center as the medical command component of an incident management or incident command system until relieved by a higher ranking staff officer;
- Attends meetings and provides support and administrative assistance when needed;
- Presents information to outside groups;
- Supervises operations and subordinate staff;
- Makes investigations of complaints and disciplinary problems and makes recommendations for the resolution of the complaint or problem;
- Operates a mobile computer terminal, personal computer, and other related equipment in the course of the work.

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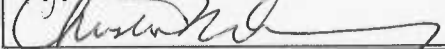
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**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Thorough knowledge of the operations, functions, and scope of authority of County government as related to the area of emergency medical services; knowledge of State, County laws, ordinances, rules, regulations and policies related to all aspects of emergency medical services; ability to coordinate reliable and accurate information; thorough knowledge of general management principles and practices; ability to supervise subordinates; ability to establish and maintain effective working relationships with coworkers, associates, government officials, agencies, private organizations, and the public and to promote an ongoing attitude of dedication to excellent customer service; ability to maintain confidentiality in all aspects of the work; ability to analyze complex data, draw valid conclusions, and to make reliable recommendations; creativity; ability to communicate courteously and effectively, both verbally and in writing; ability to make effective presentations before groups; excellent driving record and moral character (to be determined by review); ability to demonstrate a high degree of dependability; ability to direct and coordinate the work of others during emergency situations; ability to maintain State of Delaware Paramedic certification.

**MINIMUM QUALIFICATIONS:** At least five years progressively responsible, uninterrupted experience as an Emergency Medical Services Division supervisor (Paramedic Sergeant and above) to include at least one year of service at the rank of Emergency Medical Services Lieutenant and currently serving as an Emergency Medical Services Lieutenant or above with New Castle County, and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration, public administration, or related field; or an equivalent combination of experience, education or training directly related to the knowledge, skills and abilities .

**ADDITIONAL REQUIREMENTS:** Ability to pass a Class III County physical examination. Possession of a valid Delaware Class D driver's license or its equivalent and completion of an Emergency Vehicle Operator's Course; current certification as a State of Delaware Paramedic with national board certification at the paramedic level from the National Registry of Emergency Medical Technicians; current provider-level certification in Pre-Hospital Trauma Life Support (PHTLS) or International Trauma Life Support (ITLS), Advanced Cardiac Life Support (ACLS), Basic Cardiac Life Support (BCLS) at the healthcare provider level, and Pediatric Advanced Life Support (PALS) or Pediatric Education for Prehospital Professionals (PEPP) or those requirements determined by the State Board of Medical Licensure and Discipline.

**PREFERRED EXPERIENCE OR TRAINING:** Completion of supplemental training in incident command systems at the senior management level, to include participation in emergency operations center (EOC) functions, with supplemental training in emergency medical services management, including completion of the National Fire Academy *Management of Emergency Medical Services* and *Emergency Medical Services Incident Operations* courses.

### HISTORY OF REVISIONS:

Established: 01/01/04  
Revised: 02/10/15