

NEW CASTLE COUNTY GOVERNMENT

Number: 1074

Page: 1 of 2

CLASS SPECIFICATION

Date: 01/26/10

Title: QUALITY ASSURANCE COORDINATOR

Approved:



GENERAL STATEMENT OF DUTIES: Oversees the quality assurance process for all Emergency Communications personnel; Oversees the daily quality improvement review process; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This employee is considered an administrative supervisor and oversees the quality of work of emergency communications personnel in receiving and processing emergency and non-emergency incident information. The employee serves as liaison with fire companies, emergency medical services, other medical facilities, police agencies and the public. Conducts standard, routine and requested reviews of the Emergency Communications Center. This employee makes recommendations for improvements concerning the level of performance of the Communications Center and is responsible for overseeing current and future accreditation standard qualifications. Work is performed under the general supervision of the Emergency Services Deputy Chief or other designated supervisor.

EXAMPLES OF WORK: (Illustrative only)

- Oversees the quality of the receipt, triaging, and dispatching of the appropriate response to emergency incidents in accordance with policies and regulations.
- Ensures and prepares the quality review of all personnel to meet or exceed accreditation standards;
- Oversees and is directly responsible for maintenance of National Accreditation Standards;
- Monitors and evaluates personnel performance and conducts performance appraisal discussions;
- Provides a proactive approach to an improvement of services while facilitating rapid identification and correction of adverse trends;
- Keeps records on incidents and statistics and prepares a variety of forms, logs, and reports concerning the work;
- Ensures that all computer equipment, associated terminals and printers, recording devices and other technical equipment are operative;
- Utilizes a variety of computer systems, printers, radios, and telephones to carry out the work;
- Re-records calls from voice and data logging system for investigations, critiques and training;
- Conducts scheduled and unscheduled tours of Communications Center facilities;
- Utilizes quality improvement computer software (AQUA), and other related computer software programs in the course of the work;
- Stays abreast of all procedures and protocols of individual police departments, fire companies, EMS section and other related agencies;
- Notifies news media of incidents as they relate to quality assurance. Employees who excel in the performance of their duty (i.e. CPR save; Childbirth instructions etc.);
- Develops and presents information related to the Emergency Communications dispatch systems, ensuring a better understanding of the 9-1-1 system by the public;

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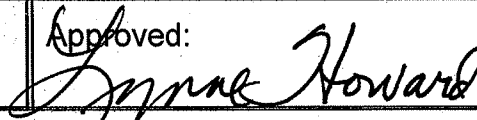
Page: 2 of 2

CLASS SPECIFICATION

Date: 01/26/10

Title: QUALITY ASSURANCE COORDINATOR

Approved:



- Develops a training process and works directly with Training Coordinator to ensure appropriate continuing education as well as improvement in areas that are deficient;
- 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;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Comprehensive knowledge of quality assurance practices and procedures related to Emergency Communications; knowledge of basic statistical principles; ability to comprehend, interpret and apply a wide variety of policies and procedures and to perform a wide variety of interrelated functions; ability to communicate effectively, both verbally and in writing; ability to conduct effective training sessions, both in the classroom and in the worksite; ability to develop effective working relationships with others; ability to provide guidance and corrective action in a consistent and positive manner; ability to monitor and evaluate employee development.

MINIMUM QUALIFICATIONS: At least five (5) years experience in police, fire or medical communications to include at least two (2) years as a Telecommunicator II and an Associate's degree from an accredited college or university or an equivalent combination of experience, education or training directly related to the knowledge, skills and abilities; Statewide Instructor Certification for Academies and/or Communications Training Officer; two (2) consecutive years of overall satisfactory performance evaluations and an overall performance rating of satisfactory or above in the year applying for the promotion. Any record of discipline that resulted in a suspension during the twelve (12) months preceding the application for promotion shall be reviewed to determine eligibility for promotion. Must be certified in Quality Assurance in all areas that relate to the Emergency Communications Center (i.e. EMD-Q, EFD-Q and EPD-Q).

PREFERRED QUALIFICATIONS: Active participation in a departmental workgroup or project, which shall be defined by the Chief of Emergency Communications or his/her designee.

ADDITIONAL REQUIREMENTS: Must maintain certifications in police, fire and emergency medical, protocols and a basic telecommunicator course. Must maintain certification in Quality Assurance in the area of police, fire and medical protocols. May be required to pass a Class III County physical and psychological examination and background check.

HISTORY OF REVISIONS:

Established: 01/26/10