

Classification Title: EMS Program Coordinator

FLSA Status: Non-Exempt

BRIEF DESCRIPTION: Researches, develops, analyzes, implements and maintains programs that support the Wake County EMS System and departmental goals. Focuses on community outreach, public education, EMS System promotion and consistent internal and external messaging.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	L	Provides community outreach and public education by communicating with community, faith based, and corporate leaders. Develops curriculums, materials and presentations to educate the public on public safety, community health and wellness. Coordinates the deployment of personnel and equipment for programs.
2	L	Coordinates meetings with internal and external stakeholders. Develops written and verbal communication and researches, develops, and recommends messaging policies and procedures. Serves as ombudsman to staff members.
3	M	Develops and maintains policies and procedures to guide rider practices and an EMS volunteer program. Supervises the subordinate volunteer coordinators.
4	M	Provides internal and external communication to partners. Develops Incident Action Plans, compiles data and develops basic budget reports
5	V	Provides field response for patient care and observation of clinical care and operational practice.

CLASSIFICATION REQUIREMENTS:

CLASSIFICATION REQUIREMENTS	
Education	Associate’s degree in Emergency Medical Services or related field.
Experience	Two years as a paramedic in an equivalent or higher volume system. Experience working with media outlets or developing community outreach programs.
Equivalent Education & Experience Accepted?	Yes
Certifications and Other Requirements	EMT Basic Level credentialed by NCOEMS and Class B Driver’s License.

CLASSIFICATION REQUIREMENTS	
Reading	Advanced
Math	Intermediate
Writing	Advanced
Managerial	Receives limited direction.
Budget Responsibility	Does research for documents, compiles data for computer entry, and/enters or oversees data entry. Has responsibility for monitoring budget expenditures (typically non-discretionary expenditures) for a work unit of less than department size.
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees or a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness and realigning work as needed.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues. Evaluates customer satisfaction, develops cooperative associations and relationships, and utilizes resources to continuously improve external customer relations and satisfaction. Makes presentations and answers questions with regard to presentation materials and findings.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Emergency vehicles, cardiac monitor/defibrillator, pulse oximeters, sphygmomanometers, multiple spinal and extremity immobilization devices, multiple airway devices, respirators, CPAP units, assorted bandages, and other biomedical equipment, pallet jack, various hand and power tools, computer, and printers.

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors	Other



PROTECTIVE EQUIPMENT REQUIRED:

Fire resistant turnout gear, helmet, work gloves, medical exam gloves, face shield, goggles, tyvek suits, steel toe boots, respirators.