### POSITION INFORMATION

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<th>Supervising EMS Officer I (Field Supervisor)</th>
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### POSITION PURPOSE AND SUMMARY

The Supervising EMS Officer I is a supplemental job description which is paired with a core job description (AEMT or paramedic). The Supervising EMS Officer provides first-line, field supervision to clinical field personnel including EMS Officers (Coordinator and Shift Lead) and patient care. The Supervising EMS Officer I is responsible for assuring adequate resources are available for on-duty BRS crews, facilitating transfer requests, managing the immediate scheduling needs of BRS, acting as the lead ICS officer for smaller incidents, and providing guidance, mentoring, and evaluation for field personnel. The Supervising EMS Officer I carries the rank and title of Captain.

### PRE-REQUISITES

1. **Certification/Licensure:**
   a. National Registry of EMTs: certification as an AEMT or paramedic; if a candidate is not in possession of AEMT or paramedic certification, the employee must obtain certification as an AEMT or paramedic within 12 months of hire
      i. Preferred criteria include: paramedic certification, critical care paramedic certification
   b. Ability to obtain Vermont Department of Health license as an AEMT or paramedic; if a candidate is not in possession of AEMT or paramedic license, the employee must obtain licensure as an AEMT or paramedic within 12 months of hire
      i. Preferred criteria include: paramedic certification, critical care paramedic certification

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 Director of Operations
      i. Preferred criteria include: bachelor or graduate level degree from a regionally accredited post-secondary educational institution

3. **Length of Service:**
   a. Minimum of 3 years of experience as an EMS provider at a similar or higher volume EMS agency
      i. Preferred criteria include: 5 or more years of experience as an EMS provider at the AEMT or paramedic level at a similar or higher volume EMS agency

4. **Skills:** Ability to effectively communicate verbally and in writing. Specifically:
   a. Ability to utilize word processing and spreadsheet software to prepare letters, memo, 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, PowerPoint, SharePoint
   b. Ability to utilize electronic patient care reporting software to generate patient care reports and review routine data.
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SUPERVISING EMS OFFICER I (Field Supervisor)

Effective Date: January 1, 2016
Review: 2018 3Q

c. Ability to identify and operate at all levels of the incident management system. Possession of NIMS ICS 100, 200, and 300; if a candidate is not in possession of ICS-300, the employee must obtain ICS-300 within 3 months of hire
   i. Preferred criteria include successful completion of ICS 400
ESSENTIAL FUNCTIONS

SAFETY
1. **Safety Culture:** The supervising officer will lead by example to ensure that all activities performed while on duty at BRS are done in a manner to ensure the safety of BRS personnel, our patients, and the community. This includes attitude toward safety such as, but not limited to: vehicle safety, OSHA compliance, scene management, routine facilities maintenance, etc. Measurement methods: Avoidable incidents, hazards remedied, and incidents reported for analysis. Measurement criteria:
   I. **Outstanding:** Independently utilizes appropriate decision making and resources to ensure the safety of BRS personnel, patients, and the community and identifies opportunities for improvement in safety and potential solutions. Crews commonly report unusual incidents and near miss events for analysis.
   II. **Meets standard:** Independently utilizes appropriate decision making and resources to ensure the safety of BRS personnel, patients, and the community. Ensures field personnel file incident reports in a timely fashion for all injuries, exposures, failures, collisions, losses, and untoward events that occur during the shift or that the supervising officer is made aware of.
   III. **Needs improvement:** Requires prompting to ensure safety or does not correct issues with unsafe decisions or resource management; fails to ensure reports are filed in a timely fashion.

2. **Quality Assurance – Readiness:** Ensures that in-service vehicles, supplies, controlled substances, and equipment have been thoroughly checked by all BRS personnel. Ensures that all reported discrepancies are corrected at the earliest possible time. Documents and reports discrepancies to the appropriate coordinator and Director of Operations when unable to correct the discrepancies. Measurement methods: Vehicle checklists, controlled substance logs, daily chore logs, etc. Measurement criteria:
   I. **Outstanding:** >90% compliance with documented inspections for each shift
   II. **Meets standards:** 80-90% compliance with documented inspections for each shift
   III. **Needs improvement:** <80% compliance with documented inspections for each shift

ETHICAL CONDUCT

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

4. **Work Attitude:** The supervising officer 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. Measurement methods: Direct observation, team feedback. Measurement criteria:
   I. **Outstanding:** Independently and proactively performs all work on shift, leads by example, and maintains a high level of personal and team attitude.
   II. **Meets standard:** Performs all work on shift and ensures all work is accomplished 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.

5. **Acting with Integrity**: The supervising officer 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.

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

**SERVICE EXCELLENCE**

6. **Communication**: The supervising officer 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.); developing and maintaining contacts that can be used to assist with job related responsibilities. Measurement methods include direct observation and team feedback. Measurement criteria:

   I. Outstanding: The supervising officer leads by example, provides effective communication, facilitates discussions, and teaches others how to do the same. The supervising officer networks with and communicates effectively with external stakeholders.
   
   II. Meets standard: The supervising officer provides effective communication with coworkers with minimal or no guidance and facilitates discussion with internal stakeholders.
   
   III. Needs improvement: The supervising officer provides effective communication with coworkers with minimal or no guidance and facilitates discussion with internal stakeholders.

7. **Problem Solving**: The supervising officer 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. Measurement methods include direct observation and team feedback. Measurement criteria:

   I. Outstanding: The supervising officer independently and proactively employs information gathering techniques to understand problem scope and formulates plans appropriate to the issue at hand. The supervising officer 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 supervising officer employs information gathering techniques to understand problem scope and formulates plans appropriate to the issue at hand.
   
   III. Needs improvement: The supervising officer 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.

8. **Coordination**: The supervising officer will act as oversight for one functional area of BRS operations as defined in the supplemental job description EMS Officer I
9. **Executing Tasks – Shift Communication**: The supervising officer will provide oncoming crews with a briefing and feedback session to communicate any operational considerations, safety bulletins, anticipated hazards on shift (weather, road conditions, etc.), planned events, agency initiatives, (e.g., policy, procedure, news), etc.
   I. Outstanding: >90% compliance with documented shift briefings
   II. Meets standards: 80-90% compliance with documented shift briefings
   III. Needs improvement: <80% compliance with documented shift briefings

10. **Executing Tasks – Shift Reporting**: The supervising officer will provide the other supervising and managing officers with an electronic daily report including but not limited to: shift briefing and personnel encountered, missed service opportunities (9-1-1 or other transports), assignments assigned to other services, fleet issues, personnel issues, supply issues, safety issues, and scheduled transfers. Measurement method is by submitted reports at the end of shift. Measurement criteria:
   I. Outstanding: 100% compliance with documented shift reporting
   II. Meets standards: 98-99% compliance with documented shift reporting
   III. Needs improvement: <98% compliance with documented shift reporting

11. **Managing Significant Incidents**: Responds to multi-patient incidents and serves as the Incident Commander; 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, etc.) Measured by direct observation and team feedback. Measurement criteria:
   I. Outstanding: The supervising officer leads by example and independently initiates appropriate incident command system principles and routinely practices these principles with BRS personnel on duty through case review; review of positions, terminology, and tools; organizing simulated events; and documentation of all activities performed.
   II. Meets standard: The supervising officer leads by example and independently initiates appropriate incident command system principles with minimal or no guidance.
   III. Needs improvement: The supervising officer leads by example and independently initiates appropriate incident command system principles without prompting from other supervisory or managing officers.

12. **Quality Assurance – Documentation**: The supervising officer will take the initiative to review patient care documentation for timely entry, completeness, and accuracy on each shift worked. Measured by shift logs, documented random sampling of shift documentation, and documentation noted to be incomplete by the business office or other QA personnel. Measurement criteria:
   I. Outstanding: 100% of daily documentation 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

13. **Quality Assurance – Retrospective Clinical Review**: The supervising officer will complete routine quality assurance reviews as assigned by the Director of Training in the electronic patient care report system. Measured by completion of assigned reviews and verified random review by the Managing EMS Officer (Education). 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

14. Quality Assurance – Concurrent Review: The supervising officer will observe patient care provided by BRS crews to ensure the BRS team achieves clinical and operational service excellence. In a sole response capacity the supervising officer should act as a resource and coordinator on scenes. If dedicated hours in a sole response capacity the supervising officer should respond to a majority of assignments. The supervising officer 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 BRS; or may result in disciplinary action. Measured by shift notes, direct observation, and team feedback. Measurement criteria:

   I. Outstanding: The supervising officer independently and proactively observes and supports the operation of other providers on location. After assignments the supervising officer frequently and independently facilitates a debriefing to discuss actions that were outstanding and opportunities for improvement. The supervising officer maintains concise information and assists in the formulation of performance improvement plans.

   II. Meets standard: The supervising officer observes and supports the operation of other providers on location. After major or serious clinical assignments the supervising officer facilitates a team debriefing to discuss actions that were outstanding and opportunities for improvement.

   III. Needs improvement: The supervising officer: frequently overrides or intervenes in patient care when there is no immediate life safety danger; infrequently facilitates debriefings or conducts debriefings 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

COMMITMENT TO COMMUNITY

15. Civic Responsibility: The supervising officer 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. Measured by direct observation. Measurement criteria include:

   I. Outstanding: The supervising officer provides a positive public image with patients, their loved ones, and other members of the community. The EMS officer is able to ensure the organization presents a positive image in the community during events and when cooperating with other organizations. The EMS officer develops a reputation for superb patient advocacy.

   II. Meets standard: The supervising officer provides a positive public image with patients, their loved ones, and other members of the community.

   III. Needs improvement: The supervising officer 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.

16. Social Knowledge: The supervising officer will understand the importance of cultural diversity; have rudimentary knowledge of cultural relationships and geographical layout within the BRS area including local history; understand
various cultural and religious perspectives on ethics and be prepared to act in accordance with beliefs that may differ from their personal perspective; understand the laws and regulations that apply to the daily operation of the organization and ensure that the organization maintains appropriate compliance. Measured by direct observation and team feedback. Measurement criteria:

- **I. Outstanding:** The supervising officer knows the demographics of the community served and has understanding of the various cultural and ethnic customs and traditions present. The supervising officer ensures staff are trained and providing customer service that is appropriate and ethical.
- **II. Meets requirements:** The supervising officer knows the demographics of the community served and has understanding of the various cultural and ethnic customs and traditions present.
- **III. Needs improvement:** The supervising officer assumes that beliefs are generally homogenous and that any difference are exceptions that should accommodate the majority. The supervising officer is unable or unwilling to support diversity in either the community or in the workplace and does not ensure fair and equitable conduct.

**PRIDE**

17. **Work Habits & Attitudes:** The supervising officer will take the initiative to complete the job at hand without prompting. Measured by direct observation, team feedback. Measurement criteria:

- **I. Outstanding:** The supervising officer leads by example and independently performs and completes routine and special projects with minimal or no guidance by enlisting and empowering employees when appropriate.
- **II. Meets standard:** The supervising officer performs and completes routine duties with minimal or no guidance.
- **III. Needs improvement:** The supervising officer does not complete routine duties or assigned projects without prompting from other supervisory or managing officers.

18. **Motivating Others:** The EMS officer will understand the importance of: her or his role as a leader of the organization; and of organizational goals and objectives and ensure all staff members understand the same. Measured by direct observation, team feedback. Measurement criteria:

- **I. Outstanding:** The supervising officer adheres to the organization’s mission and maintains an open, running dialogue with staff and provides information that supports his or her decisions.
- **II. Meets standard:** The supervising officer adheres to the organization’s mission.
- **III. Needs improvement:** The supervising officer preaches to staff regarding adherence to the organization’s mission statement but fails to live up to the standard that he or she describes.

19. ** Developing Others:** The supervising EMS officer 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, and supportive; organizational and individual strengths and opportunities. Measured by delegated projects, performance improvement plans, records of conversation, direct observation, and team feedback. Measurement criteria:

- **I. Outstanding:** The supervising officer assigns responsibility for projects and programs to the staff member with the most applicable experience or expertise and allows work with minimal interference. The supervising officer 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 supervising officer 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 supervising officer fails to delegate responsibility for projects or programs or assigns responsibility with consistent micromanagement.

20. Evaluating Others: The supervising EMS officer 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. Measured by periodic employee evaluations, performance improvement plans, records of conversation, direct observation, and team feedback. Measurement criteria:
   I. Outstanding: The supervising officer administers a consistent policy of setting work goals and objectives, and provides constructive feedback on an ongoing basis. The supervising officer proactively and independently collects data and information for staff performance evaluations prior to the deadline.
   II. Meets standard: The supervising officer communicates effectively and fairly with staff to ensure a harmonious workplace including appropriate, documented feedback to correct deficiencies. The supervising officer conducts and completes staff performance evaluations on or before the deadline.
   III. Needs improvement: The supervising officer infrequently, or is unable to: consistently set work goals and objectives; provide constructive feedback on an ongoing basis; meet established deadlines to conduct and complete staff performance evaluations.

21. Learning: The supervising officer 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. Measured by formal education completed, direct observation, and team feedback. Measurement criteria:
   I. Outstanding: The supervising officer is a constant student and educator. The supervising officer develops strong processes for research, development, and feedback. The supervising officer proactively and independently participates in internal and external educational opportunities for professional development.
   II. Meets standard: The supervising officer is a constant student and educator who utilizes time to educate staff when learning situations arise. The supervising officer
   III. Needs improvement: The supervising officer lacks intellectual curiosity and does not take advantage of educational opportunities. The supervising officer puts in the minimum educational hours required or overextends and misses other deadlines or assignments.

EMPLOYEE ACKNOWLEDGEMENT

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

Employee Signature: ________________________________  Date: ________________________________