



# **SOUTH LYON FIRE DEPARTMENT**

## **Manual of Procedures 212**

### **EMS Coordinator**

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#### **I. CLASSIFICATION RESPONSIBILITIES**

An Emergency Medical Services (EMS) coordinator is responsible for analyzing, planning, designing, implementing, and administering EMS programs. The EMS coordinator researches and analyzes current and future medical and EMS issues and trends to ensure the provision of quality medical services and represent the South Lyon Fire Department (SLFD) at Oakland County Medical Control Authority (OCMCA), regional, statewide, and regulatory agency/committee meetings. The EMS Coordinator also assists the respective deputy chief in accomplishing overall goals through program management, provider and system evaluation, and quality assurance. Perform outreach with patients within the community who frequently call 911 in an attempt to reduce emergency response and allow for better non-emergency medical care. This employee is also responsible for performing related duties as required.

#### **II. DISTINGUISHING FEATURES**

The work of the EMS coordinator requires that employees work independently, utilize problem solving methods, good judgment, and a high degree of tact and diplomacy. Supervision is received from the deputy chief, who reviews work through observations, reports, meetings, and overall results.

#### **III. ESSENTIAL FUNCTIONS**

**Communication:** Work involves considerable employee contact requiring good communication, courtesy, diplomacy, tact, problem-solving methods, and training delivery effectiveness. Communicates with employees, other city departments and management, OCMCA, and product or service vendors to identify problems or areas of improvement and to coordinate the implementation of solutions. Communicates with local, regional, and state medical direction authorities, hospitals and other agencies to develop or revise and implement EMS procedure and policies, address complex medical issues and patient care delivery situations, or research trends. Conducts effective presentations and training in classroom and other settings. Produces written documents, such as policies, procedures, proposals, activity reports, evaluations, training documents, and other documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar in order to communicate clearly and effectively.

**Manual/Physical:** Demonstrates and performs basic life support (BLS) procedures within the scope of practice of the incumbent's license or certification, including CPR and other emergency medical care. Rides along on emergency vehicles during emergency calls to evaluate EMS services under emergency scene conditions. Prepares reports, training manuals and materials, and other documents for management and other presentations.



# **SOUTH LYON FIRE DEPARTMENT**

## **Manual of Procedures 212**

Enters data or information into a personal computer to record activities, review and interpret data, and prepare correspondence. Prepares and updates training schedules, attendance summaries, graphs, call volumes, etc. Listens to radio traffic and dispatch tapes to monitor the quality of emergency medical services and compliance with the SLFD Manual of Procedures (MOPs). Reviews training sources (written, audio-visual, and computer software). Uses visual aids, such as overhead transparencies, presentation software, and slides when giving presentations or instructing classes. Operates a variety of standard office equipment such as a personal computer, copy machine, telephone, and other equipment to communicate and document necessary information and activities. Moves objects weighing up to 75 pounds with the aid of a standard moving device such as a cart, hand truck, etc. including CPR manikins, computer simulators, and other training materials and equipment for distances of up to 150 feet.

**Mental:** Researches and evaluates developments and changes in the EMS field. Conducts research and reviews the research of others. Analyzes and evaluates data collected regarding fire and EMS operations including: Computer Aided Dispatch (CAD) histories, observation of emergency scenes, review EMS incident reports, etc. Uses data to develop MOP's educational and operational programs, and to make other medical recommendations. Observes changes in the medical technology, patient care delivery, and other health care issues, and plans for the impact to the department's service delivery. Performs mathematical calculations, statistical computations, financial and cost analyses, etc. Projects costs of personnel, materials, equipment, and instructors for program needs for budget purposes. Understands and interprets schematic drawings and emergency call summaries to critique medical and patient care. Prioritizes own work projects, and may assign work to other unit personnel. Conducts needs assessments, develops lesson plans prepares instructor and student materials, coordinates training efforts, and evaluates program efficiencies (by assignment). Assists the deputy chief in accomplishing overall goals through program management, provider and system evaluation, and quality assurance. Learns job-related material through on-the-job training, structured presentations, and meeting with state and local regulatory agencies.

**Knowledge and Abilities:**

**Knowledge of:**

Theories, principles, and techniques used to facilitate adult learning; project planning and execution principles and methods; principles of health care delivery systems and emergency medical services; methods of conducting research studies or medical investigation; medical/legal issues related to the delivery of EMS; federal, state and regional standards of care; ethical aspects of emergency medical care; pathophysiology, assessment, and management modalities of medical conditions and diseases common to adults and children; process of disease transmission and infection control; and kinematics, assessment, and management modalities of trauma. Experience and proficiency with Microsoft Word, Outlook, PowerPoint, and Excel.



# **SOUTH LYON FIRE DEPARTMENT**

## **Manual of Procedures 212**

Ability to:

Plan, coordinate, and execute training programs; recognize and identify potential medical/legal risk situations; develop and implement long- and short-range goals and objectives; observe and evaluate trends; explain technical medical concepts and practices in simple non-technical language; represent the fire department or city at meetings with local, state, and regional medical direction authorities; coordinate medical follow-up as needed with infectious disease exposures; coordinate and teach BLS / CPR, and other certification courses; direct other staff members, contracted personnel, or presenters; and establish and maintain effective working relationships with management, coworkers, and representatives from hospitals.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the fire department as the needs of the city and requirements of the job change.

#### **IV. EDUCATION AND TRAINING**

Any combination equivalent to experience and education that is required knowledge, skills and abilities would be qualifying. A typical way would be:

- A. Graduation from high school or GED equivalent.
- B. State of Michigan licensed Emergency Medical Technician or above (required)
- C. State of Michigan licensed Instructor Coordinator (required)
- D. Must possess a current, valid State of Michigan Driver's License with a driving history that does not create liability concerns, e.g., convictions of reckless driving, careless driving, suspended license, or convictions involving drinking and impaired driving. Must have and maintain a good driving record.
- E. Minimum of three years of experience in emergency medical services delivering pre-hospital care.
- F. Must possess current BLS for the healthcare provider and BLS instructor card.

Approved by  
/s/ Chief Mike Kennedy