

**DEPUTY DIRECTOR OF EMERGENCY COMMUNICATIONS/EMERGENCY
MANAGEMENT (EMERGENCY MEDICAL SERVICES COORDINATOR)**

DISTINGUISHING FEATURES OF THE CLASS: This is a professional and administrative position in the Ulster County Department of Emergency Communications/Emergency Management (EC/EM) responsible for coordinating and overseeing the provision of Emergency Medical Services (EMS) in Ulster County. The incumbent will act as liaison to EMS agencies, providers, hospitals, local, state regional and community organizations, and municipal groups. The incumbent will assist in the identification of necessary system enhancements by working with the EMS community, and enhance, develop and implement solutions to improve emergency medical services in Ulster County. The work involves developing training and planning programs in conjunction with EMS agencies including the development and testing of bio-terrorism plans, establishing EMS training classes and courses to encourage entry into EMS and offering continuing medical education to existing providers. In addition, this position will work directly with the Deputy Director of EC/EM to coordinate Emergency Medical Dispatch (EMD), including EMD training of telecommunicators, and assist in oversight of a quality assurance/improvement program to ensure all standards are met. This position also involves interaction with community agencies and various service providers to develop cooperative mutual agreements for service provisions. Due to the nature of the work, the incumbent must be available to work during emergencies. The work is performed under the general supervision of the Director of EC/EM but has a very close working relationship with the Ulster County Department of Health in the development, maintenance and implementation of the bioterrorism readiness plan. Supervision is exercised over the work of subordinate staff. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Oversees the services offered by the Department of EC/EM to the EMS agencies, providers and responders of Ulster County, including serving as “point” person to monitor and prepare a response to the current issues affecting the volunteer, commercial and career EMS responders, and works with the EMS agencies and local municipalities to enhance service;

Responds to emergency calls involving specialty EMS call types, multiple EMS agencies, large-scale incidents and multiple casualty incidents;

Assists with the training, monitoring and review of Ulster County’s Automatic External Defibrillator (AED) program;

Assists the Deputy Director of EC/EM with the oversight of the EMD program of the Emergency Communications Center, which includes establishing and monitoring a Quality Assurance/Quality Improvement program, and training and evaluating the telecommunicator in the EMD program;

Liaises with the Ulster County Department of Health in all aspects of emergency response including bioterrorism, and assists in the planning, execution and evaluation of preparedness

drills, ensuring that the Department's preparedness and response plans are consistent and appropriate;

Serves as liaison with a variety of agencies such as Hudson Valley Regional EMS Council, Ulster County EMS Council, NYS Bureau of Emergency Medical Services, NYS Emergency Medical Services Council, National Disaster Medical System, Northern Metropolitan Health Care Foundation, National Pharmaceutical Stockpile inventory, etc.; attends meetings, prepares reports as required, and integrates activities of the County into overall emergency response programs;

Annually develops and reviews the Ulster County Mass Casualty Incident plan and the Ulster County Emergency Medical Services Mutual Aid plan and updates as necessary;

Assists County and community staff in establishing "pro-active" EMS programs for health and safety, such as CPR day, blood pressure screenings at public events and public access defibrillation (PAD) training;

Provides education programs to local municipalities and organizations on various EMS issues and topics;

Plans in conjunction with the Ulster County Department of EC/EM administration staff, responses to disasters (manmade or natural), multi-casualty incidents, terrorism (biological, chemical, radiological or threat) and any related incident;

Handles EMS activities during activation of Ulster County's Emergency Operations Center (EOC);

Prepares and submits a variety of reports such as activity reports, annual reports, procedural guidelines, incident reports, etc.;

Assists with the development of the departmental budget, particularly as it relates to the needs of the EMS providers programs; develops and maintains inventory of equipment.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of emergency medical service procedures and operations; thorough knowledge of emergency response techniques, including emergency medical and law enforcement, and hazardous materials; thorough knowledge of emergency medical service protocols and the duties and responsibilities of the advance life support (ALS) and basic life support (BLS) providers; thorough knowledge of training techniques and how to administer training programs; thorough knowledge of the emergency medical service provider community, both paid and volunteer; thorough knowledge of Emergency Medical Dispatch procedures; thorough knowledge of incident command procedures; good knowledge of the day to day operations of an ambulance service; good knowledge of the geography and political subdivisions of the County; ability to communicate with and employ negotiation techniques between groups with a common goal but diverse interests; ability to react calmly in emergency situations; ability to prepare and present reports; ability to plan and supervise the work of others; ability to make clear, effective decisions in stressful situations; ability to present ideas clearly and effectively, both orally and in writing; ability to relate to a variety of groups and

establish and maintain effective working relationships under tense conditions; initiative; resourcefulness; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of a Bachelor's degree and three (3) years of administrative or managerial experience in a health-related field; **OR**
- B. Possession of an Associate's degree and five (5) years of experience in a health-related field, three (3) years of which must have been at an administrative or managerial level; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and seven (7) years of experience in a health-related field, three (3) years of which must have been at an administrative or managerial level.

Note: Your degree or college credits must have been awarded or earned by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

Special Requirement 1: At time of appointment and throughout the duration of employment in this title, the incumbent must possess and maintain certification as an Emergency Medical Technician-Paramedic issued by the New York State Department of Health and obtain Paramedic credentials from the Hudson Valley Regional EMS Council within one (1) year of appointment.

Special Requirement 2: Possession of an appropriate driver's license issued by the New York State Department of Motor Vehicles.

Special Requirement 3: Must have completed the following New York State Outreach courses (or equivalent training course) by time of appointment:

- National Incident Management System (NIMS) 100, 200, 700, 800

Special Requirement 4: Must have completed the following NYS Outreach course (or equivalent training course) within two (2) years of hire:

- National Incident Management System (NIMS) 300