



THE WESTERLY AMBULANCE CORPS, INC.

EMS Administrator

JOB DESCRIPTION

Position Title: EMS Administrator
Issue Date/Approval: May 10, 2017
Revision number/Date: April 6, 2021

Position Identification

Reports to: President through Board of Governors
Employees Supervised or Directed: Paid Staff/Volunteers
FLSA Code: Exempt

ESSENTIAL DUTIES AND RESPONSIBILITIES

General Management and Administrative Responsibilities

- Manages the daily EMS operations of the Corps as directed by the President and Board of Governors
- Manages and supervises all volunteer and career EMS staff
- Manages all questions and concerns with patient care and billing
- Administrative liaison with municipalities, county, state, federal, legislative, media, health facility, police, fire, and EMS agencies in addition to community organizations and business representatives
- Serves as the primary development officer identifying and presenting funding opportunities to the Board of Governors. Administers direct development activities including campaigns and the solicitation of funds from foundations and other sources in conjunction with the President and Board of Governors
- Manages billing, development, record keeping, attorney requests, accounts payable and receivables, payroll and banking policies working closely with the Treasurer to ensure effective controls and accountability in the Corps' finances
- Oversees development of and revisions to the Employee Handbook, Policies and Procedures, and any other administrative documents.
- Ensures compliance with all applicable State and Federal laws and is responsible for development of a corporate compliance program for the Corps.



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Organizational Responsibilities

- Attends all Board of Governors meetings and participates as an 'ex-officio' non-voting member of the Board of Governors
- Participates with the Board of Governors in developing a vision statement and strategic plan to guide the Corps.
- Identifies, assesses, and informs the Board of Governors on a monthly basis of internal and external issues that affect the Corps.
- Acts as a professional advisor to the Board of Governors on all aspects of the Corps activities
- Attends Local and State EMS, Fire, EMA, and Homeland Security meetings and keeps the Corps updated on related issues
- Attends Town Council meetings and other meetings with elected and appointed community officials, as needed, to ensure good communications and political support for the Corps activities.
- Provides exceptional stewardship of the resources allocated to the Corps. Works closely with the Treasurer. Ensures financial activities are being administered in a sound manner according to generally accepted non-profit business principles and the Corps policies including those set by the Treasurer
- Prepares annual operating and capital budgets in conjunction with the Treasurer
- Assists with the Annual Subscription Membership Drive and assists in promotion of the program to the community
- Responsible for reporting to the Board of Governors regarding the administrative functions of the Corps. This will include; personnel, billing, collections, purchasing, record keeping, major business purchase requirements, budgets, business problems, fund drives, etc.

Personnel Management Responsibilities

All staff

- Develops hiring and selection process for career and volunteer EMS staff
- Develops line Supervisors who will have more direct supervisory authority over career and volunteer EMS staff



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- Ensures a program of management development training for all supervisory personnel of the Corps
- Ensures that all scheduling needs for ambulance operations are met at all times
- Oversees fulfillment and maintenance of training and certification requirements for all career and volunteer EMS staff
- Provides corrective counseling to career and volunteer EMS staff, including administration of disciplinary action when necessary

Career Staff

- Oversee the administration of benefits afforded to career staff including health and life insurance, retirement benefits, workers compensation and other appropriate compensation
- Approves work schedules and resolves conflicts relating to work schedules
- Responsible for developing an interview process and have the overall responsibility for the hiring and firing of employees of the Corps
- Participates in interviewing positions and recommending candidates for employment
- Handles time off issues and emergency and routine leave of absence requests or ensures that a process for management of such requests is in place
- Develops the employee performance evaluation process and participates in those evaluations where appropriate

Volunteer Staff

- Oversees the administration of incentive and/or recruitment programs to attract and retain quality volunteer personnel
- Develops and organizes the volunteer application process and ensures appropriate screening of volunteer applicants
- Evaluates the Corps retention and recruitment programs for overall effectiveness of such programs and recommends and implements changes when necessary and approved by the Board of Governors



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Legal Compliance Responsibilities

- Ensures compliance with all OSHA, HIPPA, FLSA and other governmental regulations as appropriate and applicable
- Acts as the primary HIPAA Privacy Officer for the Corps
- Oversees all billing and documentation training and ensures all training is in compliance with all applicable laws and regulations

Education and Experience

- Bachelor's degree in Health Policy Administration, Emergency Medical Services Management, Business Administration, or a related field preferred.
- A minimum of 5 years' management experience in Emergency Medical Services or public safety related field
- Experience and/or a thorough working knowledge of medical billing practices, laws, and regulations as they pertain to ambulance services
- Experience in inter-facility or critical care experience preferred
- Experience in EMS grant writing and fundraising
- Emergency Medical Certification/Licensure at ALS level preferred

Language Skills

Fluently speaks and understands English as spoken in this part of the United States. Possess' the ability to develop, read, and understand reports. Has the ability to speak in front of various sized groups of people and can communicate by any appropriate method with business leaders, politicians, members of the media, physicians, other health care professionals, and non-medical persons in any forum and be understood.

Computer Skills

Has a thorough understanding of Windows platform programs including databases, spreadsheets, financial programs, network operations and other programs used by the Corps. A familiarity with electronic patient care reporting and scheduling programs is desired.



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Mathematical Skills

Possesses a thorough understanding of the mathematics of business. Interprets profit and loss statements, balance sheets, cash flow, and other commonly accepted financial statements. Is able to forecast, develop budgets, analyze statements, and provide financial reports to the Board of Governors in conjunction with the Treasurer

Reasoning Ability

Possesses the ability to listen and draw conclusions from documentation, observations, and interpersonal communication. Be able to assess these conclusions that are made and draw appropriate responses to those conclusions.

Certifications, License, etc.

Possess the ability to attain and maintain any certification in relation to the position as deemed necessary to perform your essential job functions by the Board of Governors. Must possess the licenses or certifications required for functioning as a member of an ambulance crew such as a valid driver's license, minimum current state of RI and CT EMT license (RI AEMT/Cardiac or Paramedic preferred), ALCS, PALS, NRP, American Heart Association Healthcare Provider CPR course, EVOC/EVDT certification, Incident Commands IS-100, 200, 300, 400 and 700 and any other certifications as required by the position.

Uniform

The EMS Administrator will wear an approved Corps uniform.

Hours of Work

It is expected that the EMS Administrator will work a minimum of 40 hours per week. Hours of work may vary due to the needs of the organization. May require evening and weekend hours.

Physical Requirements

May require vehicle operations reaching, grasping, feeling, talking, hearing, repetitive motions, sitting, walking, lifting, bending, crouching, kneeling, pulling, pushing, standing, stooping and the ability of lifting 125 lbs. Normal hazards of working in an office environment as well as frequent out of office meetings and events within the local communities and region including normal operating conditions of an EMS station.



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Work Environment

Work in a small business office in an ambulance service building. Also could work in the environment found on an ambulance with its attendant characteristics and risks.

Disclaimer: The information provided in this description is designed to indicate the general nature and level of work performed by the EMS Administrator within this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and working conditions required of the employees assigned to this position. The Board of Governors has the sole discretion to add or modify the duties of this position and designate other functions at any time. This position description is not an employment contract or agreement.