

# ROWAN COUNTY HUMAN RESOURCES

## JOB DESCRIPTION

**Job Title** : Emergency Services Training Officer  
**Department**: Emergency Services  
**Revised** : April 2014

**Class** : Professional  
**FLSA** : Non-exempt

*This job description supersedes any prior description for the Emergency Services Training Officer classification.*

### **GENERAL DESCRIPTION**

Under general supervision, serves as training officer for the Department of Emergency Services and assists in departmental programs and activities. Work involves continuous evaluation of EMS Division employees' pre-hospital job performance of applicable department personnel through analysis of electronic patient records, skill testing, and observation of work. Through consultation with the department's division managers, designs training objectives, schedules instructors, and coordinates the department's Continuing Education Program. Develops and oversees remediation programs and works closely with employees to correct performance deficiencies. Performs in accordance with State regulations and established varied emergency procedures and techniques. Initiative and independent judgment are required. Work is under the supervision of the EMS Division Manager and is evaluated through periodic conferences and by review of records and reports.

**ESSENTIAL JOB FUNCTIONS** (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Develops class objectives for the EMS Division Continuing Education Program based on directives from the Peer Review Committee, North Carolina Office of EMS directives, and the EMS Division Manager and coordinates the Program through the local community college.

Performs periodic skill, driving, and street/road familiarity evaluations of applicable department personnel utilizing results to improve performance; assists with monitoring documentation of electronic patient care reports and remediates employees with poor documentation skills.

Assists the Emergency Medical Services Division Chief in reviewing, developing, and implementing EMS protocols for all levels within the EMS System.

Maintains departmental training records and performs administrative work required for re-credentialing of applicable staff; maintains continuing education records and mandatory class requirement compliance for employees; oversees the Chart and Audit and Peer Review processes and assists supervisors in correcting errors.

Participates in the recruitment of employees and oversees the orientation of new employees including teaching protocols, procedures, departmental standard operating procedures, and demonstration of the proper use of applicable equipment.

Participates in the disaster preparedness and response for the department including work in incident command posts and the Emergency Operations Center.

Schedules, oversees, and evaluates emergency response drills and exercises for the EMS Department, assists in the development of other multi-jurisdictional exercises where needed or required for other department divisions, and prepares and delivers oral and/or written reports pertaining to the efficiency of staff.

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Performs responsibilities as the designated county-wide coordinator for National Incident Management System (NIMS) implementation and integration to all affected agencies and entities.

Coordinates with the County's Telecommunications Department as necessary or required to ensure proper delivery and function to the County's Emergency Medical Dispatch program.

Coordinates department outreach; provides public relations and educational programs through presentations as needed.

Provides staff support and participates on the EMS Chart Audit and Peer Review including developing agendas, recording minutes of the meetings, and ensuring completion of committee work; analyzes data and makes recommendations for changes to policies, procedures, and prepares remediation plans.

### **OTHER JOB FUNCTIONS**

Responds to incident related calls for service as a supervisor/educator as necessary.

Researches emerging trends in various emergency service topics and incorporates changes into protocols, procedures, and clinician practices.

Writes grants to secure funding to meet departmental goals.

Performs related duties as required.

*Management reserves the right to add or amend duties at any time.*

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of general emergency services practices including the integrated relationships of emergency management, fire, and emergency medical service functions.

Thorough knowledge of advanced emergency medical procedures and techniques.

Thorough knowledge of the equipment and supplies used in various emergency settings including the emergency care of patients and accident victims.

Thorough knowledge of the laws, regulations, and policies governing various emergency services functions including emergency medical care and operations.

Considerable knowledge and understanding of instructional and training principles, methods, and techniques for successful instruction of staff.

Considerable knowledge and understanding of departmental and county personnel policies and procedures.

Considerable knowledge of fire service training.

Knowledge of the N.C. Emergency Management certification process.

Ability to plan, coordinate, and evaluate the work of others.

Ability to exercise sound judgment in emergency situations.

Ability to maintain effective working relationships with the public and employees.

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Ability to effectively communicate both orally and in writing.

### **PHYSICAL REQUIREMENTS**

Work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs. or less. Work may include extended periods of time viewing a computer video monitor or operating a keyboard. Work includes operation of a motor vehicle. Employee may be exposed to hazardous materials.

### **EXPOSURE CONTROL**

Work activity is normally performed without blood or body fluid exposure but exposure may occur in an emergency. Personal protective equipment should be available and used if an emergency arises.

### **MINIMUM EXPERIENCE AND TRAINING**

Bachelor's degree from an accredited college or university in Emergency Medical Services or other relevant area with two years of Paramedic experience in Emergency Medical Services including supervisory and training experience; or an Associate's degree in relevant area and four years of Paramedic experience in Emergency Medical Services including supervisory and training experience; certification as a Paramedic issued by the N.C. Office of Emergency Medical Services; NIMS compliance with current standards as outlined in local compliance document; and a valid driver's license are required. Current Level I instructor certification with the N.C. Office of Emergency Medical Services required, Level II certification preferred; current certification in Emergency Medical Dispatch procedures or the ability to obtain certification within six months of employment is required;; American Heart Association instructor credentials: BLS, ACLS, and PALS current or eligible; ITLS or PHTLS Instructor credential current or eligible; current Associate credential in the N.C. Emergency Management certification process or the ability to obtain certification within twelve months of employment is required; National Registry of EMTs Paramedic certification is preferred

**This job description does not create an employment contract,  
implied or otherwise.**