



Position Description: Program Coordinator Effective: July 2016

1421 Johnston-Willis Drive
Richmond, VA 23235-4730

SUMMARY DESCRIPTION:

The Program Coordinator is responsible to, and will assist on a full time basis, the Old Dominion EMS Alliance (ODEMSA) Executive Director in coordinating the Central Virginia EMS system; in organizing, planning, and implementing programs and projects to serve the regional EMS system; and in fulfilling ODEMSA's goals and objectives as stated in the Regional EMS Plan. Provide oversight to assigned standing committees and the regional medication kits program for the regional council service area.

QUALIFICATIONS:

Certification as an EMT-Intermediate or EMT-Paramedic with a minimum of five years experience in the delivery of prehospital EMS at the ALS level. A solid working knowledge of computer systems, including Microsoft Office applications (Word, Access, Excel, Power Point, Publisher, etc.). Ability to work evenings and weekends and to travel. Own or have use of a private vehicle. Strong ability to organize, plan and coordinate EMS projects and programs. Excellent writing and verbal communication skills. Ability to develop and maintain excellent working relationships with career and volunteer EMS providers, hospital personnel, governmental officials and coworkers. Driving record in compliance with ODEMSA policy regarding insurability. Current credentialing or ability to obtain, within a reasonable amount of time (by determination of the Executive Director), State Education Coordinator is preferred.

Workplace Atmosphere:

ODEMSA is a small staff with a large purpose and mission, we are connected to one another by a common purpose, and we take pride in that obligation.

1. A proper personal appearance as well as the appearance of our facilities and equipment must be upheld.
2. As a commitment to co-workers, employees deserve each other's respect and support. Colleagues will display courtesy, friendliness, approachability, helpfulness and honesty amongst each other.

DISTINGUISHING FEATURES:

This person will have extensive interaction with the public, EMS providers and EMS administrators within the region – in person and on the phone. The initial and lasting impression that ODEMSA's customers take with them will depend, in large part, on how they have been received and treated by you.

1. Your attitude is expected to be kind and courteous while providing the highest quality service and meeting customers' needs. Direct eye contact and an open smile are only a few of the attributes of an acceptable workplace attitude.
2. Courtesy, consideration and customer service are essential elements of this position.

Program Coordinator

3. Another key aspect of this position is the ability to know when to act, and when to defer action and to seek advice or additional information.
4. Prompt service, customer satisfaction and respect are paramount attributes that must be possessed by each employee.

GENERAL DUTIES AND RESPONSIBILITIES:

1. Serve as a resource to EMS providers, agencies, hospitals and local governments in the region.
2. Work directly with the Executive Director and Office Clerk to audit files and other records associated with ODEMSA committees or medication kit program.
3. Develop and maintain effective liaison with the committee chairs and members.
4. Assist in the direct resolution of problems and issues involving the development of EMS-related plans and programs.
5. Heavily publicize the awards and ceremony through all feasible means.
6. Attend the following State Committee Meetings:
 - a. Medevac
 - b. Medical Direction
 - c. EMS Advisory Board
 - d. Trauma System Oversight and Management
7. Assist the Executive Director in working with the emergency physicians, pharmacists, Operational Medical Directors and other EMS and hospital stakeholders to encourage their participation in ODEMSA's standing committees and assist in implementation and continuation of the regional performance improvement plan.
8. Assist committees in the use of PPCR/PPDR for appropriate patient records, effecting standardization for data collection and submission as outlined by the Virginia Office of EMS.
9. Develop, in concert with the Executive and Training Directors, specialty education classes and workshops, such as RSAF grant workshops, as requested by committees. Offer input on ODEMSA-sponsored initial education, continuing education and other courses.
10. Assist the Executive Director in evaluating, revising and publishing various plans and policies including the regional EMS Plan, the ambulance restocking policy and ambulance diversion policy. Assist the Executive Director in preparing ODEMSA for initial and subsequent regional council designation.
11. Maintain day-to-day contact with the Executive Director, updating current status of activities. Submit reports, as requested to the Executive Director to document the progress toward established objectives in the region.
12. Assist in the regular updating of the ODEMSA web site.
13. Adhere to all company policies and procedures, and perform other duties as requested by the Executive Director.

SPECIFIC DUTIES AND RESPONSIBILITIES:

1. Committee duties and responsibilities:
 - a. Attend assigned quarterly meetings, record minutes and prepare agendas

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- b. Support the committee and its members by performing any necessary work, research or investigations and maintaining/creating committee documents.
 - c. Keep agendas, minutes and rosters for each quarterly meeting as well as supply a copy to the Office Clerk.
 - d. Keep accurate record of minutes for quarterly meetings, typed and on the website no later than 30 days post meeting for draft and no later than 10 days after minutes have been finalized.
 - e. Maintain plans by reviewing annually and updating as needed.
2. Serve as primary liaison to the following ODEMSA standing committees:
- a. Air Medical
 - i. Maintain plans by reviewing annually and updating as needed.
 - ii. Other supportive duties as ordered by the chair and members and approved by the Executive Director.
 - b. Hospital Diversion
 - i. Maintain required components of plan and committee according to current contract language with the OEMS contract.
 - ii. Submit committee approved Regional Hospital Diversion plan, 2 weeks or earlier, before the Board of Director's meeting, to the Executive Director, in the quarter of the OEMS state contract required deadline.
 - iii. Place approved plan on the website, feature in newsletter and distribute to all licensed EMS agencies within 30 days.
 - c. Regional EMS MCI (Disaster/WMD)/Medical Surge Capacity Plan
 - i. Maintain required components of plan and committee according to current contract language with the OEMS contract.
 - ii. Upon live activation of a MCI Plan, submit to the Executive Director an after action report in a format provided by OEMS by contract deadline.
 - iii. Submit the committee approved Regional EMS MCI plan, 2 weeks or earlier, before the Board of Director's meeting to the Executive Director, in the quarter of the OEMS state contract required deadline.
 - iv. Place approved plan on the website, feature in newsletter and distribute to all licensed EMS agencies within 30 days.
 - d. STEMI Steering
 - i. Maintain plans by reviewing annually and updating as needed.
 - ii. Other supportive duties as ordered by the chair and members and approved by the Executive Director.
 - iii. Place approved plan on the website, feature in newsletter and distribute to all licensed EMS agencies within 30 days.
 - e. Stroke Triage
 - i. Maintain required components of plan and committee according to current contract language with the OEMS contract.
 - ii. Submit the committee approved Stroke Triage plan, 2 weeks or earlier, before the Board of Director's meeting to the Executive Director, in the quarter of the OEMS state contract required deadline.
 - iii. Place approved plan on the website, feature in newsletter and distribute to all licensed EMS agencies within 30 days.
 - f. Pharmacy
 - i. Drug Box and Ambulance Restocking Policy

1. Maintain required components of plan and committee according to current contract language with the OEMS contract.
 2. Submit the committee approved Drug Box and Ambulance Restocking plan, 2 weeks or earlier, before the Board of Director's meeting to the Executive Director, in the quarter of the OEMS state contract required deadline.
 3. Place approved plan on the website, feature in newsletter and distribute to all licensed EMS agencies within 30 days.
- g. Performance Improvement Committees
1. Maintain required components of plan and committee according to current contract language with the OEMS contract.
 2. Submit the committee approved Performance Improvement plans (Medical, Trauma, Trauma Triage), 2 weeks or earlier, before the Board of Director's meeting to the Executive Director, in the quarter of the OEMS state contract required deadline.
 3. Place approved plan on the website, feature in newsletter and distribute to all licensed EMS agencies within 30 days.
- h. Medical Control
1. Maintain required components of plan and committee according to current contract language with the OEMS contract.
 2. Submit the committee approved protocols, 2 weeks or earlier, before the Board of Director's meeting to the Executive Director, in the quarter of the OEMS state contract required deadline.
 3. Place approved plan on the website, feature in newsletter and distribute to all licensed EMS agencies within 30 days.
3. Medication Kit Program
- a. Ensure standards are set for security and sealing of boxes.
 - b. Investigation and follow-up for incidents involving non-compliance or violation of protocols or Medication Kits policies and report to Executive Director.
 - c. Conduct training for electronic medication kit tracking program as needed.
 - d. Order seals and other materials needed to comply with Medication Kit policy.
 - e. Create and distribute new medication kits.
 - f. Serve as point of contact for medication kit issues. Must establish contact within 24 hours of incident.
 - g. Coordinate revisions to the Medication Kits related to changes in regional medical protocol.
 - h. Initiate and coordinate a Medication Kit inventory control system and reconcile Medication Kits on a quarterly basis.
4. Create, maintain and distribute the monthly ODEMSA Newsletter.
5. Rescue Squad Assistance Funds (RSAF)
- a. Maintain required components of program according to current contract language with the OEMS contract.
 - b. Ensure grant authors are notified of sub-council grant grading dates.
 - c. Total scores and compile comments to enter into OEMS grading system.

CLASSIFICATION:

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This position is an exempt position and is not subject to overtime pay. ODEMSA encourages the use of flextime instead of working overtime. Conditions of compensatory time can be found in Section 1 of the ODEMSA Employees' Handbook.

Signature of Employee

Date

Printed Name of Employee

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