

STANDARD OPERATING PROCEDURE



Captain

Department: Operations

SOP#132

Applicable to: All Staff

Effective Date: 1 Jul 2020

2 Pages

Authority: Chief Of Operations

Applicable CAAS Standard:

Revised Effective Date:

Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the position of Brighton Volunteer Ambulance (BVA) regarding the position of Captain.

Scope:

Position Title: Captain
Supervised By: Deputy Chief
Supervises: 1-16 Staff Members
Status: Hourly, Non-exempt Employee
Schedule: As specified by the Deputy Chief

Guideline:

1. Duties:
 - 1.1. Follow SOG 197 - Shift Supervisor
 - 1.2. Serve as the primary point of contact for all Operations Issues on shift.
 - 1.3. Act as a resource to duty crews, answering questions and providing conflict resolution.
 - 1.4. Provide feedback, oversight, spot-correction, counseling, and discipline as necessary.
 - 1.5. Perform initial incident and injury investigations including staff injury, company auto or property damage, personnel issues, etc, completing required incident report documentation and advancing it through the chain of command.
 - 1.6. Provide initial response to customer complaints and document the issues and/or concerns on the appropriate form, and either resolve the issue or advance it through the chain of command.
 - 1.7. Function as Incident Commander when appropriate in the absence of a Senior Operations Officer, either till relieved or when delegated as such.
 - 1.8. Be an advocate for staff members regarding workplace issues and practices.
 - 1.9. Attend all staff meetings, and report on all assignments at these meetings, including a written report by the 5th of the month for the previous month.
 - 1.10. Attend meetings as delegated by the Deputy Chief.
 - 1.11. Complete all assignments and other duties as assigned.
 - 1.12. Motivate all personnel to comply with current and new programs and initiatives.
 - 1.13. Foster an environment of exceptional morale and professionalism while providing for ongoing personal and professional development.
 - 1.14. Be reachable via cell, email, and text message to allow better communication of information when not on agency property.
 - 1.15. Stay at work until the work is done.
 - 1.16. Accept recall due to emergent situations.
2. Traits and Qualities:
 - 2.1. Be a team player. Captains must work with all types, and motivate team members to complete assignments and provide the best service possible.

This document supersedes any documents on the topic dated prior to the effective date noted above.

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- 2.2. Be flexible. Schedules may vary, including potential for inexact shift end times.
- 2.3. Be able to listen, and effectively communicate ideas and information.
- 2.4. Be able to handle a number of complex, stressful situations simultaneously.
- 2.5. Communicate with patients, employees, and community in general with empathy and respect, while maintaining working relationships with all levels of personnel within the medical community.
- 2.6. Able to work independently with minimal supervision for assigned tasks.
3. Education and Experience:
 - 3.1. Current NYS EMT certification, or reciprocity to, with clean QA Record.
 - 3.2. Minimum five (5) years EMS experience
 - 3.3. Minimum three (2) years supervisory experience
 - 3.4. NIMS qualified to current standards.
4. Necessary Knowledge:
 - 4.1. Working knowledge of NYS Article 30, Part 80, Part 800, and DOH Policy Statements
 - 4.2. Working knowledge of the NYS DOH Protocols, policy statements, and advisories.
 - 4.3. Working knowledge of MLREMS protocols, policy statements, and advisories.
 - 4.4. Strong written and oral communication skills.
 - 4.5. Strong Computer Skills.
5. Physical Demands:
 - 5.1. Must physically achieve the functional description of an EMT / AEMT, as per NYS DOH Policy Statement 00-10.
6. Disclaimer:
 - 6.1. The Chief, on recommendation of the Deputy Chief, Assistant Chief - Clinical, and/or Assistant Chief -Training, reserves the right to waive any of the minimum qualifications set forth above and consider any other qualifications or combination of qualifications that, in the Chief's opinion, will serve as an adequate substitute for those minimum qualifications.

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