

STANDARD OPERATING PROCEDURE

Deputy Chief



Department: Operations

SOP#134

Applicable to: Deputy Chief

Effective Date: 1 Sept 2020

3 Pages

Authority: Chief Of Operations

Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the job description of the Deputy Chief at Brighton Volunteer Ambulance (BVA).

Scope:

The scope of this document applies to the prospects and personnel holding the ranking position.

Guideline:

Position Title: Deputy Chief
Supervised By: Chief
Supervises: Captains, Road Personnel
Status: Exempt employee
Schedule: Forty (40) hour week, Monday - Friday, and will vary hours to fulfill the needs of the Agency.

Summary Description:

The Deputy Chief will direct, manage, supervise and coordinate the technical activities of the Operations Department of the agency, including scheduling, staff management, coordination of shift supervisor duties and responsibilities. Serves as second in command to the Chief. Oversees the day to day operations, coordinating assigned activities with the Clinical Care and Training Departments, and provides highly responsible administrative support to the Chief.

Job Magnitude:

Department Staff: 70+
Department Budget: As allotted by the Chief

Structure:

The Deputy Chief reports to the Chief, with work time primarily dedicated to administrative duties, with shift coverage as needed. In the absence of, or when delegated by the Chief, the Deputy will fulfill the full responsibilities of the Chief.

The Deputy Chief has four (4) Captains, one (1) Lieutenant and all road staff reporting to the position.

Essential Functions:

1. General
 - a. Has the ultimate responsibility for the efficacy of the agency absent the Chief
 - b. Manage monthly master schedule, ensuring minimum staffing requirements and payroll parameters are met
 - c. Tracks monthly hour utilization related to staffing, including required hours, overtime, PTO, unused, and unfilled hours
 - d. Participates in policy development and strategic planning

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- e. Ensures Daily, Weekly, Monthly, Quarterly, Semi-Annual, Yearly and As Needed tasks are carried out or delegated accordingly to the appropriate member of the Operations Staff
 - f. Oversees and ensures compliance with all ethical and operational requirements, and reports actions to the Chief and Compliance Officer
 - g. Will maintain record of key performance indicators such as staffing standards, response metrics, and provide standard and requested reports to the Chief on a monthly basis.
2. Operations
- a. Ensures Operations orders are implemented and carried out in effective, efficient manner, and other duties assigned by the Chief
 - b. Will ensure daily operation responsibilities are completed, including call response, vehicle care, and base duties are completed
 - c. Coordinates and ensures accountability of Captains daily duties
 - d. Manages Special Events to include coverage, billing, equipment, plan development and operational function in accordance with Part 18 guidelines.
 - e. Manages or delegates major incident responses and ongoing operations utilizing the Incident Command System
 - f. Hold personnel under this position accountable to policies, standard operating guidelines, and procedures set forth by the agency and any other entity with regulatory authority over the agency. Will enforce up to a suspension, with any action above being executed by the Chief
 - g. Handle incident reports and investigations including internal and external complaints, daily operations, injuries, real property and vehicle damage, and personnel problems, and supply closure summary of the events investigated
 - h. Schedules, sets agenda, and attends Operations meetings
 - i. Work with the Training Department to ensure seamless training and clearance of new personnel. Will identify training needs to ensure that compliance is met with medical requirements
 - j. Will fulfill road shift duties when minimum staffing standards are not met in addition to administrative duties.
3. Other Duties
- a. Keep the Chief apprised of day-to-day Operations
 - b. Maintains and assures completeness of recordkeeping on a daily basis for coordination and interoperability with cooperating agencies
 - c. Maintains Intranet content, Newsletter publication and content, and member mailing lists
 - d. Is an advocate for employees and workplace practices
 - e. Will attend 75% of all staff meetings and attend all mandatory trainings in a calendar year
 - f. Represents BVA at all exterior functions in the absence of the Chief
 - g. Coordinate EMS Week activities and other personnel recognition systems with the Chief
 - h. Be reachable via email, cellular phone, and text message to allow better communication of information when not on BVA property

Physical Environment and Working Conditions

The Deputy Chief's work is performed in an office, station, in vehicles and outdoor settings, occasionally in varying weather conditions during the day, and sometimes at night.

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Work may be performed in emergency and stressful situations. The individual could be exposed to hearing alarms and hazards associated with rendering medical assistance, fire fighting, and hazardous material scenes.

Constant demands include sitting, talking, hearing, seeing, and a negligible amount of force to move objects. The position will frequently sit, stand, walk, stoop, kneel, reach, lift, grasp, perform repetitive hand, arm, and finger motion, exert up to 10 pounds of force, and use hand eye coordination to operate vehicle's, computers, office equipment, medical equipment, and handle medical supplies.

The position will be subject to the requirements of NYS DOH Policy Statement 00-10.

Qualifications

High School Diploma or GED

Bachelor's degree in a related business field, or equivalent management experience and background

Minimum Seven (7) years EMS experience, with at least three (3) years as an Operations Officer or equivalent, and five (5) years cleared as an EMT or Paramedic with a clean QA record

NIMS qualified to current recommended standards

Meets agency employment requirements

The Chief, on recommendation of the Assistant Chief(s), 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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