

STANDARD OPERATING PROCEDURE



Chief

Department: Operations

SOP#135

Applicable to: Chief

Effective Date: 1 Sept 2020

3 Pages

Authority: VP McCue

Applicable CAAS Standard: 101.02.03

Revised Effective Date:

Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the job description of the 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: Chief
Supervised By: Vice President
Supervises: All Operations Staff
Status: Exempt employee
Schedule: Forty (40) hour week, Monday - Friday, and will vary hours to fulfill the needs of the Agency.

Summary Description:

The Chief directs, manages, supervises and coordinates the technical activities of the Agency, including Operations, Clinical, Training, Facility, Public Information, Fleet Services, Communications, Health and Safety, and other executive functions representing the Agency's operations to the public. The Chief is first in command of the emergency services of the agency, overseeing day to day operations, coordinating all assigned emergency services activities within the Operations Chain of Command. The Chief is accountable to the Board of Directors and provides regular periodic reporting and operational recommendations to the Board of Directors regarding operational efficiency and opportunities for improved operations.

Job Magnitude:

Department Staff: 70+

Department Budget: As allotted by the Board of Directors

Structure:

The Chief reports to the Vice President of the Board of Directors, focusing work time primarily on staff leadership, management, and administrative duties, with shift coverage as needed. In the absence of, or when delegated by the Board, the Chief will fulfill the full responsibilities of any roles as directed.

Reporting to the Chief are: one (1) Deputy Chief, two (2) Assistant Chiefs, (4) Captains, one (1) Lieutenant and all personnel directly involved in patient care.

Essential Functions:

1. General
 - a. Has the ultimate responsibility for the efficacy of the agency's EMS operations

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- b. Continually evaluates Agency operational readiness, effectiveness of service, as well as overall outcomes, keeping the Board apprised of important developments or recommendations for improvement. Leads regular staff meetings and provides input relevant to the Agency
 - c. Leads policy development and strategic planning efforts related to Operational Growth and future outlook, in order to position the agency in the best standing for future growth and revenue expansion opportunities
 - d. Recommends and implements goals and objectives related to the administration of agency EMS operations.
 - e. Prepares an annual budget and oversees the execution of funds within the determined parameters as set by the Board of Directors
 - f. 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
 - g. Represents the agency in public forums, promoting and delivering the current state and future needs of the agency, in accordance with the Boards direction,, mission statement, and Bylaws
 - h. Provides feedback to employees through regular coaching and performance evaluations
 - i. Communicates with various EMS committees, councils, agencies and institutions on state and local level for promoting the service and lobbying effectively on behalf of the ambulance service.
 - j. Attends Department Head meetings including: EMS Advisory Board, Public Safety Committee, Finance Committee, and other events requiring executive attendance
 - k. Oversees and ensures compliance with all ethical and operational requirements, and reports actions to the Compliance Officer
 - l. Maintains a record of key performance indicators such as staffing standards, response metrics, and provide standard and requested reports to the Board 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 Board
 - b. Manages Special Events to include coverage, billing, equipment, plan development and operational function in accordance with Part 18 guidelines
 - c. Manages or delegates major incident responses and ongoing operations utilizing the Incident Command System
 - d. Reviews all payroll and submission of time records for payment or delegates a staff member to complete.
 - e. Reviews, edits, creates Standard Operating Guidelines as needed to ensure the effectiveness of the agency, to promote a safe, positive, work environment
 - f. Responsible for oversight and enforcement of the hiring and disciplinary processes for the operations staff, holding 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.
 - g. Reviews incident reports and conducts investigations including internal and external complaints, daily operations, injuries, real property and vehicle damage, and personnel problems
 - h. Schedules, sets agenda, and leads Operations meetings

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- i. Ensures tasking of all subordinate personnel are efficiently developing, completing, and coordinating the responsibilities of their office and requirements to the agency
 - j. Identifies training needs to ensure that compliance is met with all State, County, local and regulatory medical requirements
 - k. Fulfills road shift duties when minimum staffing standards are not met
3. Other Duties
- a. Keeps the Board apprised of current events
 - 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
 - d. Is an advocate for employees and workplace practices
 - e. Attends all staff meetings and mandatory trainings in a calendar year
 - f. Represents BVA at all public functions as directed by the Board of Directors
 - g. Coordinates EMS Week activities and other personnel recognition systems
 - h. Supports operations staff by being highly available via email, cellular phone, and text message to allow better communication of information when not on Agency property

Physical Environment and Working Conditions

The 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.

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

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 Board 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 Board's opinion, will serve as an adequate substitute for those minimum qualifications.

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