

STANDARD OPERATING PROCEDURE

Shift Supervisor



Department: Operations

SOP#136

Applicable to: All Staff

Effective Date: 1 July 2020

2 Pages

Authority: Chief Of Operations

Applicable CAAS Standard:

Revised Effective Date: 25 Nov 20

Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the position of Brighton Volunteer Ambulance (BVA) regarding the role of the Shift Supervisor in daily operations.

Scope:

The scope of this document applies to the Operations Staff as a guiding principle document as well as to all staff to promote understanding of their leadership.

Guideline:

1. The Shift Supervisor is responsible largely for daily operations. They are the first point of contact for all Operations matter, and responsible for directing and motivating the subordinate staff.
2. Global responsibilities:
 - 2.1. Coordinate all shift Operations
 - 2.2. Manage Road staff and Resources
 - 2.3. Provide first line customer service
 - 2.4. Know, Understand, Enforce and Uphold State, Regional, Local, and Organizational Guidelines and Policies.
 - 2.5. Provide remediation and discipline to staff on shift, documenting occurrences in proper forms.
 - 2.6. Completes Collateral Duties as assigned.
3. Start of Shift Responsibilities:
 - 3.1. Ensure crews are statused appropriately on applicable accountability boards.
 - 3.1.1. Includes Station Assignment Board and County Service.
 - 3.2. Obtain Operations Phone from offgoing Supervisor.
 - 3.3. Receive shift handoff report (verbal), and accepts responsibility for base and fleet in condition as presented.
 - 3.4. Other responsibilities, as assigned.
4. Ongoing Shift Responsibilities:
 - 4.1. Ensure staff arrive on-time, punching in appropriately. Be prepared to take phone calls for schedule changes, and follow up on no-call, no-shows. Page out for schedule needs as presented changes occur.

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

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- 4.2. Review future schedule needs and work to achieve coverage as indicated in the staffing matrix.
- 4.3. Field phone calls from vendors, customers, and the public as received.
- 4.4. Act as EMS Sector Command (Incident Command where necessary), where Operational Oversight is appropriate.
- 4.5. Respond as back up to any incident that may require additional support, to coordinate response as needed. All Echo level and select Delta level jobs should have a supervisor response when able.
- 4.6. Ensure daily chores are being completed.
- 4.7. Ensure call rotation is followed properly.
- 4.8. Minimize Chute times of staff to ensure compliance with Agency requirements.
- 4.9. Handle any on-shift personnel problems that arise or escalate the matter to senior staff.
- 4.10. Ensure staff have first line assistance to ensure they can complete their mission.
- 4.11. Complete miscellaneous projects and other responsibilities as assigned.
5. End of Shift Responsibilities:
 - 5.1. Ensure staff complete their time clock entries appropriately, and discourage unnecessary overtime.
 - 5.2. Verify all calls have an accompanying chart for the period of supervision.
 - 5.3. Ensure any calls in which BVA did not have a crew available are entered into emsCharts.
 - 5.4. Ensure crews have washed and stocked their vehicle's appropriately.
 - 5.5. Provide verbal shift handoff report to oncoming supervisor.
 - 5.6. Complete electronic Handoff Report with detail.
 - 5.7. Other responsibilities, as assigned.
 - 5.8. Remains at post until work is completed

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