

Dorchester County
Job Description
Emergency Services – Special Operations Division Manager

Date Issued:
Last Date Revised:

Position Title: Special Operations Manager

Grade: 20

Department: Emergency Services

Purpose: Under direction, performs highly responsible work involving the planning, direction, and management of special operations for the Department of Emergency Services. The employee is responsible for department training, program management, quality improvement, and responding to emergency situations and assisting in the control and resolution of the situation. The employee works within the scope of established Federal, State, County, and Departmental rules, regulations, and procedures, however, is expected to exercise considerable judgement and initiative in emergency situations.

This position will function as part of the DES senior management team. They will work closely with the volunteer fire/rescue services, high-level county staff, and the public to ensure the delivery of services within the county.

They will provide work direction, instruction, supervision, and guidance to staff while ensuring compliance with established rules, policies, and procedures. Special Operations responsibility areas include, but are not limited to, training, mobile integrated health, opiate crisis response, and radiological/nuclear preparedness.

Supervision Received: Works generally under the direction DES Director. Supervision is of a general nature. May be required to report to the County Manager, and/or County Council as required.

Supervision Exercised: Directly responsible for the supervision of all personnel assigned to the Special Operations Division.

Essential Duties and Responsibilities

- Attend meetings, conferences, workshops, and training events as required, both during and after normal business hours.
- Assists in the design and development of new programs and funding streams for department initiatives.
- Performs the duties of a Paramedic as required, providing emergency and non-

emergency services.

- Perform any other duties as assigned

Supervisor Duties and Responsibilities:

- Oversees all daily operations of the Special Operations Division in accordance with Federal, State, and County laws, regulations, policies, and procedures.
- Oversight of all division activities to ensure the assigned task are completed and within budget.
- Oversee activities and address any personnel issues in accordance with established rules, policies, and procedures.
- Monitors employee certification expiration dates and assist employees with recertification as needed.
- Works directly with the Quality Improvement group to monitor and evaluate employee competencies, both individually and as a group
- Develops and ensures the consistent delivery of internal training programs and new personnel training/orientations
- Routinely assesses departmental capabilities and gaps and provides recommendations to DES leadership for improvement.
- Evaluates current training guidelines, policies, and procedures and makes recommendations for improved training delivery
- Implements and ensures continued compliance with all departmental training requirements
- Evaluates employee precepting to ensure program compliance and makes final recommendations for clearance.
- Works with other county departments and external organizations to develop and implement programs related to emergency services for county agencies. (I.e. CPR, Bleeding control, CERT, etc.)
- Monitors and evaluates field preceptors to ensure consistency throughout the department.
- Assist in the research, development, and implementation of a county mobile integrated healthcare program

- Develops and coordinates radiological/nuclear preparedness and response training in support of Calvert Cliffs Nuclear Power Plant requirements
- Provides coordination and administrative support for the Dorchester County Opioid Intervention Team by scheduling meetings, collecting and analyzing data and trends, monitoring grant funding progress, and providing support on monthly and quarterly situation reports.
- Develops and maintains county/civilian AED training, monitors AED maintenance and compliance, works with QI program to ensure data from AEDS is obtained after use, and works with agencies to properly maintain AED coverage.
- Seeks out funding for new programming and/or support of existing programs within the department, including grant funding, public-private partnerships, or other mechanisms available under county procurement and financing policies.
- Staffs the EOC in the event of natural and/or man-made disasters and special events

Traits and Qualities

- Must conduct themselves in a courteous, helpful, dignified and professional manner at all times when dealing with patients, co-workers, supervisors, and/or the public
- Maintains a professional demeanor by showing respect for the opinions of others and behaves in such a way as to ensure an atmosphere free of needless interruptions, difficulty, and/or discrimination.
- Be flexible as emergency services operate 24 hours per day. The employees' work schedule may vary and the employee should be available to respond immediately during the assigned work period. Shift start and end times may vary.
- Must understand that this position is designated as ESSENTIAL and the employee may be required to report to duty during periods of inclement weather or when County offices are closed. The employee may also be required to work shift work, overtime, weekends, holidays, or be subject to call-in or hold-over duty.

Job Responsibilities Related to Patient Privacy

- The employee is expected to protect the privacy of all patient information in accordance with the Department's Privacy Policies, procedures, and practices, as required by federal (and state) law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with the Department's policies and procedures on patient privacy may result in disciplinary action up to and

including termination of employment or of membership or association with the County.

- The employee may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The employee may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment, or other department operations.
- The employee is encouraged and expected to report, without the threat of retaliation, any concerns regarding the Department's policies and procedures on patient privacy or security and any observed practices in violation of those policies to the designated Privacy Officer
- The employee is expected to actively participate in Department privacy and security training and is required to communicate privacy policy information to coworkers, students, patients, and others in accordance with Department policy.

Knowledge, Skills and Abilities

- **Language Skills**
 - Thoroughly conversant with the English language. Ability to read, analyze, and interpret professional journals, medical protocols and procedures, statutes, and governmental regulations. Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from other health care providers, supervisors, managers, clients, and the general public.
- **Mathematical Skills**
 - Ability to calculate figures and amounts, such as proportions, percentages, area, circumference, and volume
 - Ability to apply principles of logical and scientific thinking to a wide range of practical problems.
- **Reasoning**
 - Ability to operate basic and advanced medical equipment efficiently
 - Ability to safely operate emergency response vehicles. Ability to read, interpret and apply information presented on maps to locate incident scenes
 - Ability to effectively and courteously communicate with the general public, or other health care providers, and other county employees. Ability to

use radio communications and telecommunications equipment effectively.
Ability to use personal computers for purposes of word processing and data input.

- **Supervision**
 - Ability to supervise personnel, maintain discipline, exercise sound judgement, and cooperate with other supervisors and/or superiors
 - Knowledge of principles and practices of personnel administration
 - Ability to write reports and make presentations as required

- **Knowledge of:**
 - Effective methods of supervision
 - HIPPA
 - COMAR “Title 30”
 - National Incident Management System
 - State and Local training requirements for EMS and EMD providers
 - Basic statistical analysis methods
 - Program management and evaluation methods
 - Mobile integrated healthcare trends and national best practices
 - Proficient in Microsoft Office (or equivalent) products or tools
 - Thorough knowledge of Dorchester County Government and Agency rules and regulations.

Physical Requirements – The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. The position requires significant physical strength and dexterity and the ability to function in very adverse environments with exposure to numerous safety risks typically found at emergency scenes. The following guidelines are used to describe the frequency of activities in this position: Occasionally equals 1%-33%; frequently equals 34%-66% and continuously equals 67%-100%. Accommodations may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodations.

- **Standing/Walking:** Frequently too continuously when responding to calls. Standing or walking is occasional while at rest at the station. This usually includes:

going to and from the emergency vehicle, getting patients from the locations, and rendering treatment. Most walking would be for short distances, however the employee must also be able to run these short distances. Walking and running may vary, however, as the patient may be located in any number of location types and sizes. Standing, walking, and running could be on all types of surfaces, including, but not limited to: asphalt, cement, concrete, soft/packed dirt, linoleum, wood, hardwood floors, etc. The employee must be able to go up and down slight inclines or declines as well as steps.

- **Sitting:** Frequently while responding to a location
- **Lifting and Carrying:** Frequently required to lift and carry weights ranging from a few pounds to ten (10) pounds and above. Occasionally required to lift and carry weights scaled at above 100 pounds or more.
- **Bending and Stooping:** Frequently throughout a work shift, the employee will be required to bend in a range of 1 to 90 degrees.
- **Crouching and Kneeling:** Frequently, crouching and kneeling may be performed when on scene picking up equipment or assisting with care of the patient.
- **Climbing and Jumping:** Occasionally, this is required when climbing steps up and down with a patient on a stretcher or other device, and when entering or exiting the emergency vehicle. Generally, the climbing would require that the employee be lifting heavy objects such as a stretcher or other device with a patient on it. Occasionally may be required to jump from a height of 2 feet.
- **Reaching:** Frequently to continuously throughout the work shift in order to review monitoring equipment, operate communications equipment, and operate other medical devices. The employee may also be required to reach in precarious positions, such as a vehicle, or other confined spaces. Reaching will involve partial to full extension of the arms.
- **Pushing and Pulling:** Frequently the activities that would require the most force in pushing and pulling is when moving the stretcher with without a patient. Repetitive pushing may be required during events such as CPR which may last for extended periods of time.
- **Handling or Grasping:** Continuously, while working at any given location, continual bilateral gross manipulation is performed in this position. This may be involved when: opening/closing doors; and using, handling, carrying and/or operating medical equipment that may weigh 40 pounds or more. The arm and hand must be able to perform all types of positions, including supination and pronation. Hyperextension,

extension, and flexion of the fingers will be involved, ulnar and radial deviation, abduction and adduction of the hand and wrist will be required. A wide variety of grasping will be required, such as cylindrical grasping, palmer grasping, hook grasping, tip grasping, and lateral and spherical grasping.

- **Other Physical Requirements:** Maintain balance and strength in awkward positions. Speak clearly and at appropriate volumes for the appropriate situation, even under stressful circumstances. Frequently will be required to hear and occasionally smell. Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception, and the ability to focus.

Working Conditions and Hazards

- Work is performed in a variety of conditions and often outside. Occasionally near moving mechanical parts; in high, precarious places; and is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, risk of electric shock, and vibration.
- Involves exposure to heat, cold, dirt and other unpleasant conditions. An employee in this class is exposed to the risk of serious injury, requiring the use of protective clothing and the strict observance of safety precautions and procedures.
- The noise level is usually moderate; however, on occasion, is very loud when exposed to sirens, air or fuel operated equipment, and helicopter engine noise.
- Exposure to various illnesses and diseases; exposure to physically threatening victims, patients, or other individuals. Exposure to bodily fluids, bloodborne and airborne diseases, viruses, and other communicable diseases. Exposure to extremely unhealthy and/or physically dangerous living conditions at victims/patients dwellings, including lack of electricity or extremely limited lighting.

Education and Experience

- High School diploma or general education degree (GED)

Certifications, Licenses, and Registrations

- Possession of a Class C (of higher) Maryland Motor Vehicle Operator's License (or equivalent from another state).
- Possession of a Maryland Paramedic certification or the ability to obtain such a license prior to employment
- Completion of the following is preferred prior to appointment and is mandatory

during orientation:

- National Incident Management System IS 100, 200, 700, 800, 300, 400 (300 and 400 may be obtained during the 1st year of appointment)
- EVOC or Equivalent
- Completion of ACLS, PALS or PEPP, BTLS, PHTLS, or ATLS are recommended
- Fire Officer II or EMS Officer (may be obtained during the 1st year of appointment)

NOTE: All required licenses and certifications must be acquired and maintained at the employee or applicant's expense.

Additional Information

- This position is one within the Dorchester County Civil Service System. An employee must serve a period of twelve months' probation during which he or she may be terminated without notice, cause, hearing, or right of appeal.
- The information provided in this description is designed to indicate the general nature and level of work performed by the employee within this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and working conditions required of employees assigned to this position. Management has the sole discretion to add or modify the duties of the position and to designate other functions at any time. This position description is not an employment agreement or contract.

Outside employment or membership in any organization that would impair impartiality or independence of judgement is prohibited. This would include sitting on committees, commissions, or being part of a group that may affect the ability to perform the duties based on this job description.