

Catawba County Emergency Medical Services

Training Officer

General Statement of Duties

Responsible for the continuing education and quality management program for the Emergency Medical System in Catawba County to ensure the best possible prehospital medical care is administered.

Distinguishing Features of the Position

An employee in this position develops, implements, and manages the continuing education program and quality management program for the Emergency Medical System in Catawba County. This employee directly supervises the Specialty Services Coordinator, Specialty Services Crew Chief, Specialty Services Chief Trainer, Quality Assurance Officer and the Logistics Technician, as well as the overall management of the Public Relations / Marketing Program, Injury Prevention Program and the Special Events Team. This employee is the primary administrative back-up to the EMS Manager. Considerable tact and courtesy are required in dealing with local, state and federal officials, hospital and medical staff, and the public. Work is performed under general supervision of the EMS Manager and is evaluated by the overall effectiveness of the continuing education program.

Illustrative Examples of the Work

1. Develops, implements and manages the continuing education program for the EMS System.
2. Manages the quality management program.
3. Supervises the Specialty Services Coordinator, Specialty Services Crew Chief, Specialty Services Chief Trainer, Quality Assurance Officer, and Logistics Technician.
4. Manages the Public Relations / Marketing Program, Injury Prevention Program and the Special Events Team.
5. Investigates medical complaints / develop remediation programs for identified problems.
6. Recredentials all EMS System participants.
7. Selects and trains new employees.
8. Serve as the administrative back-up for the EMS Manager.
9. Serves on local, state, and regional training committees for Emergency Medical Services.
10. Prepares special reports and studies; participates in short and long range planning.
11. Coordinates and participates in public education and special event programs.
12. Attend and participates in Management Team meetings.
13. Responds to emergency medical calls as supervisor and/or Paramedic, performs necessary rescue work and administers emergency medical care.
14. Approves and schedules leave time for direct reports.
15. Reviews and submits time sheets for direct reports.
16. Conducts annual performance reviews for direct reports.
17. Performs related work as required by the position.

Knowledge, Skills, and Abilities

1. Thorough knowledge of advanced emergency medical care practices, procedures and techniques.
2. Thorough knowledge of the laws, regulations, and policies governing Emergency Medical Services in the State of North Carolina.

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3. Thorough knowledge of the Catawba County Emergency Medical Services Field Treatment Protocols and the Catawba County Emergency Medical Services Continuing Education Program Guidelines.
4. Considerable knowledge of the Catawba County Personnel Code and Catawba County Emergency Medical Services Standard Operating Guidelines.
5. Ability to educate, evaluate, and remediate the employees of Catawba County Emergency Medical Services.
6. Ability to prepare and maintain accurate training records and reports.
7. Ability to respond quickly and calmly to emergency situations.
8. Ability to establish and maintain effective working relationships with local and state officials, employees, other responding agency personnel and the general public.
9. Ability to communicate effectively both orally and in writing.
10. Ability to perform duties and responsibilities of an EMT -- Paramedic.

Desirable Training and Experience

1. The employee must maintain certification as an Emergency Medical Technician – Paramedic in the State of North Carolina.
2. The employee must maintain certification as a Certified Emergency Medical Technician Level II Instructor - Paramedic in the State of North Carolina. *(Applicants have 1 year to complete this requirement.)*
3. The employee must have 5 consecutive years of field experience as an Emergency Medical Technician – Paramedic. Of this, at least two years must be in a supervisory / training role.
4. The employee must have an Associate’s Degree in Emergency Medical Services or a related field (or the equivalent based on education and experience).
5. The employee must be certified as an AHA ACLS Instructor, PALS Instructor, and BLS Instructor.
6. Certification as an ITLS or PHTLS Instructor is preferred.
7. The employee must possess a valid NC driver's license.