



Human Resources

Job Description

Position Summary

Position Title: EMS Captain of Operations	Last Updated: 1/16/2024
Accountability Level: Leader	Employee Acknowledgement: I hereby acknowledge receipt and understanding of the requirements and scope of responsibility outlined within this job description. I further acknowledge that the requirements outlined within are not intended to replace policy, nor supersede managerial guidance, and may not fully outline all tasks that may be required in meeting the requirements of the position, nor the service of either internal or external customers.
Reports to: EMS Supervisor	
Department/Work Location: SLHD EMS	
Classification (exempt/non): Non-Exempt	
Supervising Others (yes/no): Yes	
Signature: _____	

Position Description

The SLHD EMS Captain of Operations position is a leader position, responsible for the day-to-day operations of the SLHD EMS department when scheduled on shift. This leader will have authority to make decisions, schedule staffing for transfers, and give direction to other personnel On-Shift within the policies and procedures of the SLHD EMS department. This position reports directly to the EMS Supervisor, and will act as representative of the EMS Supervisor when the Supervisor is not present.

Desired Education, Certifications and/or Experience

- Licensed as an Intermediate Emergency Medical Technician (IEMT) is required, AEMT with contact to become an IEMT or higher within 1 year of date of hire.
- At least one year of supervisory/managerial experience

Responsibilities / Functional Job Description

General: Performance Expectations

1. **Responsible** - works independently, in a safe and appropriate manner. Demonstrates both problem-solving and problem-prevention skills.
2. **Sensitive** - displays sensitivity to the needs of patients and co-workers. Demonstrates good communications skills and empathy.
3. **Timely** - recognizes time as a customer's most valuable resource and responds promptly to patients' and co-workers' needs.
4. **Accurate** - works carefully and precisely, with attention to detail.
5. **Coordinated** - organizes and delivers service in the proper order. Displays good organization skills and utilizes resources wisely.
6. **Thorough** - meets all the requirements of his/her position. Is able to evaluate and follow up on his/her services.

General: Teamwork and Service Expectations

1. **Display** and encourage sensitivity to needs of patients, visitors, and co-workers.
2. **Treat** others with consideration, courtesy and respect.
3. **Perform** duties willingly and with initiative; shares necessary information so co-workers can do the same.
4. **Remain composed** and takes actions to restore calm in stressful situations.
5. **Demonstrate judgment** and tact when dealing with others.
6. **Cooperate** with other hospital departments and work groups.
7. **Communicate** effectively with patients, visitors, and co-workers; take action to clarify information received from others.

Role Specific: Work role responsibilities

1. Provides supervision and clinical direction to On-Shift EMS crew members.
2. Acts as primary point of communication and responsibility between on shift EMS crew members and the EMS Supervisor.
3. Directly assists with patient access and patient care as a working member of the SLHD EMS team.
4. Makes consistently sound decisions, effectively synthesizing logical reasoning based on objective data with emotional reasoning based upon subjective experiences of all parties involved.
5. Sets an example to other employees of skillful professional conduct. Utilizes effective interpersonal relations and communication skills while interacting with hospital personnel, patients, and families.
6. Work collaboratively with other Emergency Responder agencies for effective scene mitigation and management
7. Ensures operational readiness which includes Vehicle maintenance, PAR level inventory, inventory outdates shifts checks are directed by the EMS Supervisor.
8. Other duties as assigned by the EMS Supervisor.

Desired Knowledge, Skills & Abilities



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1. Knowledge of state and federal regulations, policies, and procedures governing Emergency Medical Services operations
2. Knowledge of current policies and procedures of SLHD EMS
3. Ability to operate various types of medical equipment and medications
4. Skill in accuracy and attention to detail
5. Ability to perform public relations and public speaking in a professional manner
6. Ability to maintain confidentiality
7. Ability to read, write legibly and calculate mathematical figures
8. Ability to solve practical problems and deal with a variety of variables
9. Ability to work with, lead and supervise others
10. Ability to manage multiple assignments/projects; meet timelines and prioritize responsibility
11. Ability to handle stressful situations and react appropriately
12. Ability to maintain a driver's license and ability to travel distances for multiple days as necessary
13. Ability to exercise good judgement in appraising situations and making decisions
14. Ability to work and interact effectively and positively with other staff members to build and enhance teamwork across SLHD departments
15. Ability to communicate to complete responsibilities effectively
16. Ability to see to use computer efficiently and read computer reports and correspondence

Equal Employment Opportunity

South Lincoln Hospital District will provide equal opportunity employment to all employees and applicants for employment. No person shall be discriminated against in employment because of race, color, gender, age, national origin, ancestry, religion, physical or intellectual disability, marital status, parental status, sexual orientation or any other category protected by law.

Americans with Disabilities Act (ADA) Statement

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; stoop, kneel, or crouch. The employee must regularly lift and/or move up to 20 pounds.