



QUALITY ASSURANCE/IMPROVEMENT OFFICER

Pay Grade: FD1

FLSA Status: E

EEO Code: 02

W/C Code: 7704

GENERAL DESCRIPTION

This position performs a variety of supervisory, technical, and administrative duties in the administration and delivery of the emergency medical services program. This position coordinates and leads the Quality Assurance/Quality Improvement Program for Fire Rescue by reinforcing protocols, policies, and procedures. This position reports to and assists the Division Chief of EMS with preparation of the annual budget, policy recommendations, EMS protocol recommendations, and coordinates with the Logistics Officer with recommendations for all medical equipment, medications, and supplies for the delivery of emergency medical services. This position maintains a working relationship with the City's Medical Director, local destination hospitals, and trauma centers. This position works collaboratively to develop, deliver, evaluate and update continuing education requirements, protocols, and procedures to facilitate the highest quality of pre-hospital care.

ESSENTIAL JOB FUNCTIONS

- Responsible for planning, organizing, directing, supervising, and evaluating the work of the District's EMTs and Paramedics including administrative oversight of the Department's EMS Program.
- Assists the Training Chief with development of administrative policies, standard operating procedure and protocols guiding the delivery of emergency medical services to the community.
- Effectively communicate policies and protocols to Fire Rescue personnel and ensure that personnel are following all policies, protocols, and standard operating procedures.
- Advises, resolves, investigates, and recommends solutions for quality assurance and quality improvement within the organization.
- Assists in the development of goals, budget, and equipment specifications for Fire Rescue programs.
- Develops and implements internal and external customer service improvements using appropriate performance measures.
- Ensures compliance with policies, including but not limited to those pertaining to requirements of Florida Statute Chapter 401 and Chapter 633, Florida Administrative Code 64J and 69A.
- Assumes the role of the PECC (Pediatric Emergency Care Champion) to ensure pediatric perspective in the development of EMS Protocols, Ensure Pediatric Guidelines are followed, Promotes Pediatric prevention programs, devotes specific time to these pediatric initiatives, and collaborates with other local PECC's.
- Assures compliance with the State of Florida and National Fire Incident Reporting requirements.
- Serves on various committees and task forces as assigned by the Fire Chief or designee.
- Shall be available to respond to any emergency requiring administrative or senior command presence or as assigned by the Fire Chief or designee.
- Coordinates District EMS and QA/QI activities to ensure licensing, mandates, rules, procedures, protocols, reporting, and skill retention requirements of certification personnel are met in accordance with State, District, and Medical Director standards.
- Maintains records and prepares statistical reports to evaluate efficiency, performance, and progress of personnel.
- Responds to major emergencies serving as a safety officer and as a member of the Command Staff, as necessary.
- Monitors and evaluates fire and EMS response statistics.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other related duties as directed by the Fire Chief, Deputy Fire Chief, or Division Chief of EMS.)

QUALIFICATIONS

Knowledge/Skills/Abilities:

- Knowledge of State and Federal laws governing fire suppression and emergency medical services delivery.
- Knowledge of EMS-Fire data reporting and quality management.
- Knowledge of the principles, practices, and procedures of public personnel administration, specifically dealing with human and labor relations, contract management, employment procedures, discipline, and evaluation processes.
- Knowledge of governmental operations and practices, specifically the methods and principles of sound and practical delivery of all phases of fire protection, hazardous materials mitigation, and emergency medical services.
- Development and administration of confidential testing information and evaluative processes for all levels in the EMS system.
- Provide and administer guidance and direction for corrective actions, remediation, and/or specific training criteria and curriculum appropriate to level of infraction, severity of deviation, and/or outcomes from the QA/QI committee meetings.
- Skilled in using computers for data entry, word processing and accounting purposes.
- Skilled in word processing, spreadsheet type programs and multimedia presentation programs.
- Ability to perform with considerable independence of judgement in evaluating run reports, EMS protocols and procedures, and in formulating policy recommendations.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule forms.
- Ability to collect and analyze data with the intent to present same for objective conclusion.
- Ability to sort and decipher between non-proven and proven results and make factually accountable recommendations.
- Ability to function in an administrative capacity for Division Chief of EMS when needed.
- Ability to work congenially with persons of varied education/academic levels.
- Ability to organize and communicate effectively.

Education and Experience:

- Associates degree required in Fire Science, Emergency Medical Services, Emergency Management, Business/Financial Management, or related field.
- Six (6) years of experience with fire and emergency medical services and three (3) years of experience as a Paramedic in Charge and one (1) year experience as a Field Training Officer (FTO)/Preceptor.

(A comparable amount of relevant training, education and/or experience may be substituted for the above qualifications.)

Licenses and Certifications:

- Valid State of Florida Firefighter Certificate of Compliance/Minimum Standards
- Valid Paramedic license issued by the State of Florida
- Basic Life Support Provider and Basic Life Support Instructor
- Advanced Life Support Provider and Advanced Life Support Instructor
- Pediatric Advanced Life Support Provider
- Preceptor Certificate issued through the Field Internship Student Data Acquisition Project (FISDAP)*
- Florida Incident Safety Officer (ISO)*

***must obtain within 12 months**

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Conditions:

While performing the duties of this job, the employee’s work is typically performed in a safe and secure work environment that may periodically have unpredicted requirements or demands.

Risk/Safety Conditions:

This position requires moderate exposure or risk to physical health and/or physical safety (e.g., exposure to environmentally hazardous material, heavy equipment, etc.)

Physical Activities:

The work is moderate: exerting up to 50 pounds of force occasionally, and up to 30 pounds of force to move objects and up to 10 pounds of force constantly to move objects. Additional requirements include balancing, bending, climbing, crawling, crouching, feeling, fingering, grasping, handling, hearing, kneeling, lifting, mental acuity, pulling, pushing, reaching, repetitive motion, speaking, standing, stooping, talking, visual acuity, and walking.

Position requires the operation of a City vehicle.

(Occasional=1-3 Hrs.; Frequent=3-5 Hrs.; Constant=5-8 Hrs. – Per Workday)

EMERGENCY RESPONSE STATEMENT

Every City employee has emergency response responsibilities, though not every position will require routine assignments during an emergency event. All employees are subject to recall around the clock for emergency response operations, which may require irregular work hours, work at locations other than the normal work location, and may include duties other than those specified in the employee's official job description. Assignments in support of emergency operations may be extensive in nature, with little advance notice, and may require employees to relocate to emergency sites with physically and operationally challenging conditions.

ACKNOWLEDGMENT

I have received, reviewed, and fully understand and agree to the job description for the *Quality Assurance/Quality Improvement Officer* position. I further understand and agree that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Signature

Date

Employee Printed Name