



Office of Human Resources  
Paramedic Chief - CO2716  
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### General Statement of Duties

Organizes and directs the activities of the Paramedic Division at the Denver Health Medical Center.

### Distinguishing Characteristics

The Chief Paramedic reports to the Paramedic Division-Medical Director at Denver Health Medical Center and manages and coordinates the administrative and medical activities of subordinate managers assigned to the Division.

### Level of Supervision Exercised

Supervises two or more subordinate managers.

### Essential Duties

Directs and coordinates the administrative and medical activities of the Paramedic Division by developing and implementing policies, procedures and priorities consistent with policy established by higher-level executives and by determining the most effective utilization of resources in order to carry out agency goals and objectives for providing services to target populations.

Assists in the development and supervision of quality improvement activities; evaluates the quality of services provided through review of reports, statistical data and other information and conferences with reporting staff; authorizes redistribution of a variety of resources to meet changing operational needs; resolves conflicts between reporting supervisors/managers; establishes reporting relationships and administrative controls over program, project, and/or operations; coordinates activities with other agencies or divisions in areas of mutual concern in order to ensure compliance with established policies, objectives, priorities and applicable laws, rules and regulations.

Delegates responsibility and authority over operational functions to subordinate supervisors.

Handles complaints regarding patient care and treatment.

Evaluates quality, effectiveness and efficiency of unit activities and safety standards.

Acts as a liaison between the Paramedic Division, other City agencies and the public.

Assists in the coordination of continuing medical education programs for division employees.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Develops and implements staff training and development plans to provide cross-training of employees, specific job related training and other approaches to provide opportunities for staff flexibility and development.

Implements and interprets policies and procedures developed by higher level manager or supervisors.

Assists in developing, recommending and coordinating the implementation of new procedures for the assigned functions or unit.

Attends a variety of meetings to ensure coordination with other entities, resolves implementation problems, and acts as chief spokesperson to groups directly affected by the administrative activities.

Interviews and selects staff reporting directly to this position and assists with other interviews as required.

Assists in the development of departmental budgets.

Performs the work of a paramedic as required.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

**Conflict Management** – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Deciding and Initiating Action** - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

**Delivering Results** - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Influencing** - Collaborates with, persuades and influences others.

**Planning and Evaluating** – Determines objectives and strategies; coordinates with other parts of the organization to accomplish goals; monitors and evaluates the progress and outcomes of operational plans; anticipates potential threats or opportunities.

**Coaching** - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

### Knowledge & Skills

Knowledge of standard policies, procedures and protocols sufficient to be able to direct division activities according to established guidelines.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Knowledge of basic and advanced Emergency Medical Technology techniques and methodologies sufficient to be able to perform the work of a paramedic.

Knowledge of quality improvement sufficient to be able to administer a quality improvement program.

Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.

Skill in using the principles of effective and persuasive communications to elicit and/or present explanatory or interpretive information.

Skill in independent adapting, interpreting and applying written guidelines, precedents, and standardized work practices to a variety of precedence and problematic situations.

Skill in exercising initiative, judgment, and decision making in solving problems and meeting the objectives of the unit or project.

Skill in evaluating the effectiveness of existing methods and procedures and making recommendations for modification or improvements.

### **Education Requirement**

Bachelor's Degree in Business Administration, Healthcare or in a related field.

### **Experience Requirement**

Two (2) years of experience as a supervisor over paramedics in an emergency ambulatory service.

### **Education & Experience Equivalency**

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

### **Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Possession of a current Colorado Emergency Medical Technician - Paramedic (EMT-P) Certificate issued by the State of Colorado.

Licenses and certifications must be kept current as a condition of employment.

### **Working Environment**

Pressure due to multiple calls and inquiries  
Subject to many interruptions  
Subject to varying and unpredictable situations  
Subject to long irregular hours  
Handles emergency or crisis situations  
Extreme cold: temperature cold enough to cause marked bodily discomfort  
Extreme heat: temperature hot enough to cause marked bodily discomfort  
Temperature changes: variations in temperature from hot to cold  
Wet: frequent contact with water or other liquid  
Noise: sufficient noise to cause distraction or possible hearing loss  
Hazards: conditions where there is danger to life, body, and/or health  
Atmospheric conditions: conditions that affect the skin or respiratory system.

### **Level of Physical Demand**

3-Medium (20-50 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Balancing: maintaining body equilibrium to prevent falling over

Carrying: transporting an object, usually by hand, arm or shoulder

Crouching: bending body downward and forward by bending legs

Eye/hand/foot coordination: performing work through using two or more

Fingering: picking, pinching or otherwise working with the fingers

Handling: seizing, holding, grasping or otherwise working with hands

Kneeling: bending legs to come to rest on one or both knees

Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.

Pushing: exerting force upon an object so that the object is away

Pulling: exerting force on an object so that it is moving to the person

Reaching: extending the hand(s) and arm(s) in any direction

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near vision: ability to see details at close range (within a few feet of the observer).

Accommodation: ability to adjust vision to bring objects into focus

Color vision: ability to distinguish and identify different colors

Depth perception: ability to judge distance and space relationships

Far acuity: ability to see clearly at 20 feet or more

Field of vision: ability to see peripherally.

**Background Check Requirement**

Criminal Check

Education Check

Employment Verification

Licenses/Certification

By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: O-817**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**