



Office of Human Resources
Paramedic Operations Supervisor - CO2705
THIS IS A PUBLIC DOCUMENT

General Statement of Duties

This class supervises and directs the daily operations of the Denver Health Paramedic Division and the functions of its personnel.

Distinguishing Characteristics

The Paramedic Operations Supervisor class performs first-line supervisory duties over workers who deliver pre-hospital emergency medical services to the City and County of Denver.

Level of Supervision Exercised

Supervises two or more full time employees who do not supervise.

Essential Duties

Maintains skill levels consistent with patient care responsibilities required of the Paramedics; provides patient care, scene control, appropriate vehicle operations, and equipment maintenance and operation; analyzes the effectiveness and efficiency of paramedic operations.

Implements safety standards and develops procedures to ensure compliance; maintains an adequate stock of supplies and equipment.

Investigates complaints and ensures incident reports are collected from staff when there is an indication of potential liability for the agency; prepares and provides these reports to the Chief Paramedic.

Participates as a preceptor for students in the field as assigned; may perform orientation of new employees.

May assist in the evaluation of new equipment and medical procedures and the analysis of new drugs and medicines and prepares detailed reports.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

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.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes.

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

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

Influencing - Collaborates with, persuades and influences others.

Manages Resources - Selects, acquires, stores, and distributes resources such as materials, equipment, or money.

Planning and Evaluating - Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

Problem-Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

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 the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptom, treatment alternatives, drug properties and interactions, and preventive health-care measures.

Knowledge of intelligence operations; public safety and security operations; occupational health and safety; investigation and inspection techniques; or rules, regulations, precautions, and prevention techniques for the protection of people, data, and property.

Knowledge of the concepts, principles, and theories of instructional methods such as teaching, training, research, making presentations, lecturing, and testing.

Knowledge of the concepts, principles, theories of the composition, structure, and properties of substances, and of the chemical processes and transformations, including uses of chemicals and their interactions, danger signs, production techniques, and disposal methods.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Five (5) years of advanced life support ambulance experience, including training, orientation, or supervisory functions.

Education & Experience Equivalency

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 Certificate (EMT-P) issued by the State of Colorado.

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

Working Environment

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

4-Heavy (50-100 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 100 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

Employment Verification

Licenses/Certification

By position, Motor Vehicle Record

Assessment Requirement

Labor and Trades Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: O-812

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: