

## TOWN OF MILFORD - JOB DESCRIPTION

|                        |                                     |                     |     |
|------------------------|-------------------------------------|---------------------|-----|
| <b>JOB TITLE:</b>      | Captain – Milford Ambulance Service | <b>GRADE LEVEL:</b> | 19  |
| <b>CLASSIFICATION:</b> | Non-Exempt                          | <b>DEPT:</b>        | MAS |
| <b>CREATED:</b>        | 19 March 2019                       | <b>REVISED</b>      |     |

|                                |  |
|--------------------------------|--|
| <b><u>Job Description:</u></b> | Performs supervisory functions under the direction of the Ambulance Director. The Captain has supervisory functions over assigned staff and is required to actively participate in the functions of the department providing guidance and direction to department personnel under his or her command. The Captain is required to perform varied supervisory, technical, operational and administrative duties insuring the day-to-day staffing and operational availability of the Town of Milford Ambulance Service. The Captain is responsible for the effective utilization of personnel and materials assigned to deliver timely, accurate and compassionate pre-hospital healthcare to the community. The Captain is required to actively coordinate activities with the other command officers of the same rank. |
| <b><u>Accountability:</u></b>  | The Captain works under the general administrative supervision of, and is accountable to, the Ambulance Service Director.  |
| <b><u>Equipment Used:</u></b>  | Ambulance, approved Basic Life Support (BLS) and Advanced Life Support (ALS) equipment; communication equipment; computers and software, printers, photocopiers, fax machine, telephone, postage meter, etc.   |
| <b><u>Environment:</u></b>     | <b>Inside:</b> <u>50 %</u> <b>Outside:</b> <u>50 %</u>   |

### Duties and Responsibilities:

**Note:** Except as specifically noted, the following functions are considered essential to this position.

1. Implements all orders of the Director.
2. In the absence of the Director -
  - a. Provides direct supervision of paid and volunteer staff to provide and maintain ambulance service to the Town of Milford.
  - b. Oversees equipment maintenance and emergency medical activities.
  - c. Makes specific assignments for duty, projects, training, education, and the like as well as provide technical guidance and assistance as needed.
  - d. Exercises full supervisory responsibilities at and about the ambulance bay and at the scene of incidents, which includes use of equipment and making final decisions which may affect personal safety of subordinates and saving property.
  - e. Assigns, and maintains requisite levels of staff in order to provide the required manning levels insuring annual twenty-four hour ambulance coverage.
3. Communicates effectively, practically and coherently in verbal or written form with other individuals.
4. Responds to emergency calls. At the scene of an emergency, participates in and, in the absence of the Director, directs the emergency care being provided.
5. Assures personnel is wearing required uniforms; assigns, supervises, directs, and checks the work of ambulance members/staff in the areas of equipment maintenance, training, and on-duty periods.
6. Prepares personnel evaluations for assigned staff.
7. Under the direction of the Director, may provide progressive discipline including counseling sessions,

verbal and written warnings.

8. May recommend, in consultation with the Director, and in their absence, the Human Resources Director or Town Administrator, relieving from duty and/or suspending an employee for the next scheduled shift when, in the judgement of the Captain, he or she has sufficient grounds to do so;
  - a. Such relief or suspension is for an act of omission, which jeopardizes the mission or is a gross violation of department or town rules, policies or protocols.
  - b. Such relief or suspension shall be of temporary nature pending the report of the incident to the Director.
  - c. Whenever such authority is exercised, a written report shall be submitted to the Director within twelve (12) hours.
  - d. In the absence of the Director, the Captain may recommend a suspension of greater length or the termination of an employee to Human Resources and/or the Town Administrator.
9. Conducts in-service training programs as required; instructs personnel in the operation of the ambulance and related equipment. Instructs and schedules personnel for emergency medical service activities to insure continuation of ambulance license and other qualifications.
10. Assists Director with preparation of the ambulance capital and operating budgets as it pertains to his/her respective area (Operations/Administration).
11. Is required to work a minimum of forty (40) hours per week and is regularly scheduled for 8 hours of overtime of scheduled shift coverage to perform emergency medical assistance, or other emergency-call activities.
12. Is required to provide shift coverage for scheduled and un-scheduled vacancies on an as-needed basis.
13. Takes corrective measures in hazardous or unsafe conditions and reports such incidents that are outside their control to the Director.
14. Participates in pre-emergency drill planning; supports and coordinates with all Town emergency services; and maintains a program of community relations.
15. Prepare and disseminates all reports and information as specified in an approved manner.
16. Informs authorized personnel of any significant events or developments affecting the department.
17. Acts as liaison to other departments and agencies.
18. Explains policies or orders to department personnel.
19. Ensures proper completion of injury reports.
20. Duties may require attending meetings outside of regularly scheduled shifts, including evening and weekends.
21. In the absence of the Director, the Captain(s) may function as the Director's designee when assigned or when the chain of command dictates.
22. Performs other duties as assigned.

### **Specific Duties – Captain – Administration**

The Administrative Captain is specifically responsible and accountable for the following department activities and functions:

#### **1. Oversight of**

- a. Assigned staff
- b. Field Training Program (FTP)
- c. Mobile Integrated health (MIH) programs
- d. Newsletter
- e. Hiring process

- f. Social Media
- g. Training – initial EMT, AEMT and in-service
- h. Personnel recruiting and retention
- i. Public education and relations
- j. Child passenger safety
- k. Intern program
- l. Explorer Post

**2. Additionally, the Administrative Captain is responsible to:**

- a. Coordinate in-service training programs with the department Clinical Educator and provides detailed reports concerning activity.
- b. Plan, coordinate and implement successful community education and relation programs including injury prevention and health and wellness.
- c. Assist with department policy development and review.

**3. Supervision:**

- a. FT Paramedic(s) – 1
- b. AEMT1
- c. PT Staff

### **Specific Duties – Captain – Operations**

The Operations Captain is specifically responsible and accountable for the following department activities and functions:

**1. Oversight of**

- a. Assigned staff
- b. Continuous Quality Improvement (CQI) process
- c. Clinical Education
- d. Shift training
- e. Scheduling
- f. Fleet maintenance
- g. Grant acquisition
- h. Medication, supply and equipment management
- i. Emergency management operations development and training
- j. Mutual aid assistance
- k. Statistics
- l. Department vehicles, equipment and supplies
- m. Information Technology

**2. Assist with policy development (SOP/G)**

**3. Maintains records of emergency medical service qualifications and requirements on all personnel assigned to the ambulance service.**

**4. Additionally, the Operations Captain is responsible to:**

- a. Create, direct and coordinate department training programs and activities, and provides detailed reports concerning activity.
- b. Plan, coordinate and draft for submission grant and donation acquisition requests and grant management.
- c. Reporting of monthly and annual department activity statistics.

**5. Supervision:**

- a. FT Paramedic(s) – 2
- b. AEMT2
- c. Volunteers

Frequently, Occasionally, Seldom, Rarely or Not Required

### Cognitive and Sensory Requirements:

**Specific Vocational Preparation Requirement(s):**

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### Summary of Occupational Exposures:

**Summary of  
Occupational  
Exposures:**

Frequent physical effort may be required in handling and lifting stretchers, lifesaving and other heavy emergency equipment. Working conditions may be disagreeable with exposure to weather elements as well as exposure to hazards resulting from the provision of emergency medical services that could lead to illness, injury, disability or death.

### Other Considerations and Requirements:

**Other Considerations and Requirements:**

- Considerable knowledge of modern emergency management practices and techniques;
- Considerable knowledge of ambulance apparatus, tools, and equipment;
- Thorough knowledge of emergency care and possession of skills and ability to administer when required;
- Skill in the operation of ambulance vehicles and specialized life-saving/emergency medical equipment;
- Ability to train, instruct and lead personnel in the use of machines and equipment;
- Ability to plan, assign and supervise the work of others;
- Ability to maintain records and reports;
- Ability to read, analyze and interpret reports, journals, technical procedures and governmental regulations;
- Ability to define problems, collect data, establish facts and draw valid and reasonable conclusions;
- Ability to develop and maintain effective working relationships with others to include, but not limited to, peers, other Town personnel, members of the Community, etc.
- Requires that this employee treat the citizens of the Town and members of the staff with respect and courtesy to promote and maintain effective working relationships between taxpayers, the public and all Town departments.
- Requires the projection of a positive attitude and image about the Town of Milford, a pleasant demeanor, and a commitment of service to the public and staff.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

**I acknowledge receipt of this job description and understand the functions of the position as specified above. I understand the job description is representative of the position, not all inclusive.**

Signature

Date

This job description was reviewed and approved by Dept Manager and HR on

7/1/2019