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**Employee's Name:**

**Position Control Number:**

**Agency/Division:** EMSRB

**Activity:**

**Classification Title:** State Program Administrator Principal

**Working Title:** EMS Specialist

**Prepared By:** Tony Spector, Executive Director

**Appraisal Period:** to

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**EMPLOYEE'S SIGNATURE/DATE**

**SUPERVISOR'S SIGNATURE/DATE**

(this position description accurately reflects my current job)

(this position description reflects the employee's current job)

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**POSITION PURPOSE**

The purpose of this position is to ensure that a comprehensive emergency medical service (EMS) delivery system exists in Minnesota. The person in this position engages EMS agencies and EMS regions throughout the State to determine capabilities and gaps associated with prehospital care and delivery and thereafter works in collaboration with system stakeholders to develop and coordinate system improvement based upon data-driven initiatives. The person in this position provides technical assistance to: licensed ambulance services, medical response units, EMS education programs, EMS personnel, and public safety and public health agencies throughout the state. The person in this position also conducts EMS standards regulatory, compliance, and professional activities including ambulance inspections and audits, EMS data analysis, education program audits, and National Registry examination audits. The person in this position works closely with local, regional, and state government agencies with the planning, executing, and evaluating, local disaster exercises and responses. The person in this position executes the agency's responsibilities relating to state and regional EMS activities as part of the State Emergency Management Plan in conjunction with the Department of Public Safety Division of Homeland Security and Emergency Management. The person in this position assists the EMSRB Investigator with EMS subject matter expertise and background.

Based in the Minneapolis office of the EMSRB, this position will have assigned EMS agencies and regions throughout the state; intra-state travel is required, and a state vehicle is provided. Sporadic out-of-state travel may be required but on a limited basis. It is estimated that approximately 30 percent of the position is spent traveling.

**REPORTABILITY**

Reports to: Executive Director, EMSRB

Supervises: none.

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**DIMENSIONS**

Budget: Influences up to \$100,000 in grant and general revenue appropriations related to rural EMS assessments and other EMSRB projects and initiatives.

Clientele: EMS agencies, providers, and consumers; EMS medical directors; EMS education programs and students; law enforcement agencies and fire departments; hospitals; the eight designated regional EMS systems including staff and board members from each; EMSRB board members and staff; Emergency Medical Services for Children Resource Center staff; local, regional, and state government agencies; and local boards of health.

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**POSITION****DESCRIPTION B****EMPLOYEE'S NAME:****PCN:**

Resp. No.	PRINCIPAL RESPONSIBILITIES, TASKS AND PERFORMANCE INDICATORS	Priority	% of Time	Discretion
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|----|---|---|----|---|
| 1. | <p>Provide prehospital care technical assistance to EMS agencies in urban, suburban, and rural parts of Minnesota to ensure a sustainable and functioning EMS system and to ensure that qualified and properly-equipped EMS personnel are available to respond to the emergency medical needs of the public.</p> <ul style="list-style-type: none"> <li>A. Consult with and propose strategies to licensed ambulance services/EMS agencies relating to operational and regulatory matters which include staffing issues, mutual aid agreements, recertification of personnel, allegations of misconduct, and licensing requirements.</li> <li>B. Aggregate and analyze Minnesota EMS data to inform EMS agencies on state and national EMS performance indicators.</li> <li>C. Conduct inspections in accordance with EMSRB procedures to ensure conformity with ambulance licensing statutes and rules. Conduct follow-up inspections as necessary to confirm remediation of identified deficiencies.</li> <li>D. Work with EMS agencies to resolve issues of non-compliance and consulting with EMSRB administration regarding serious matters of non-compliance that immediately impact the public's health and safety.</li> <li>E. Evaluate variance and waiver requests through problem identification and analysis.</li> <li>F. Develop and maintain procedures and documents to assist ambulance services to comply with licensure requirements.</li> <li>G. Monitor licensed ambulance services to ensure continued conformity with license provisions and variances by conducting periodic audits, site visits and monitoring radio transmissions.</li> </ul>    | A | 30 | A |
| 2. | <p>Perform EMS-related problem-solving duties that impact and enhance EMS system improvement.</p> <ul style="list-style-type: none"> <li>A. Meet with community and public safety leaders to problem-solve challenges to a comprehensive emergency medical service (EMS) delivery system in communities and regions in Minnesota, developing strategies and formulating initiatives and programs.</li> <li>B. Provide technical assistance to individuals seeking EMS certification and registration.</li> <li>C. Assist the Data Administrator and the Executive Director by performing Minnesota State Ambulance Reporting (MNSTAR) system duties including but not limited to providing technical assistance to system users, compliance evaluation on data entered to MNSTAR by providers, and MNSTAR system user training.</li> <li>D. Provide consultation and technical assistance to ambulance services during the summary approval process by meeting with the interested parties and completing documentation such as redrawing primary service area (PSA) maps and PSA summary approval forms and board orders.</li> <li>E. Provide consultation and technical assistance to ambulance services regarding changes in license ownership including preparing documentation and board orders.</li> <li>F. Coordinate, attend, and develop/deliver presentations and training at various EMS meetings and EMS conferences at a local, regional, state, and national level as assigned.</li> <li>G. Conduct qualitative and quantitative EMS research as directed, synthesize data, craft summary reports, and present research results to stakeholders.</li> </ul> | A | 20 | A |

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Time**

H. Participate in and lead special projects including serving as staff leader of EMSRB board committees and work groups as requested by the Executive Director.

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| 3. | Engage in compliance and technical assistance activities regarding EMS education programs.  | A | 15 | A |
|    | A. Provide technical assistance and guidance to approved education programs and those education programs seeking approval.  |   |    |   |
|    | B. Review and evaluate for approval initial applications for EMS education programs.  |   |    |   |
|    | C. Conduct site visits of EMS education programs upon initial application.  |   |    |   |
|    | D. Approve requests for National Registry psychomotor skills examinations, psychomotor examiners, and agents.   |   |    |   |
|    | E. Perform quality assurance audits of EMS education classroom activities and psychomotor examinations.   |   |    |   |
|    | F. Participate in National Registry advanced level examinations as the National Registry Representative or assist Representative as required.   |   |    |   |
|    | G. Review and evaluate for approval EMS education program renewal applications.   |   |    |   |
| 4. | Provide resource coordination and implementation of emergency management planning and disaster exercises at local, regional and statewide levels. Work collaboratively to coordinate statewide EMS resources in response to nuclear power plant emergencies and other human-caused or natural disasters.  | A | 15 | A |
|    | A. Provide consultation and technical assistance to EMS agencies and other public safety and health entities in the development of an emergency management plan.  |   |    |   |
|    | B. Provide technical assistance regarding planning, implementation, and coordination of disaster exercises to law enforcement agencies, fire departments, ambulance services, health care facilities, emergency management departments, the Department of Public Safety, Division of Homeland Security and Emergency Management and Minnesota Department of Health, Office of Emergency Preparedness. |   |    |   |
|    | C. Conduct, participate in, and evaluate tabletop and functional exercises as requested by ambulance services, hospitals, public safety agencies, Division of Homeland Security and Emergency Management, state and regional bio-terrorism preparedness committees or local government agencies.  |   |    |   |
|    | D. Engage in emergency operations activities as requested or required during a natural or human-caused disaster or emergency.   |   |    |   |
|    | E. Provide staffing to the State Emergency Operations Center (SEOC) to carry out the EMSRB's tasks and responsibilities during a declared disaster or when the SEOC is operational. Provide on-call coverage for the SEOC as assigned.  |   |    |   |
|    | F. Represent the EMSRB at meetings as requested by ambulance services, hospitals, public safety agencies, Division of Homeland Security and Emergency Management, state and regional bio-terrorism preparedness committees, and other or local government and state agencies.   |   |    |   |

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Resp. No.	PRINCIPAL RESPONSIBILITIES, TASKS AND PERFORMANCE INDICATORS	Priority	% of Time	Discretion
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|----|---|---|----|---|
| 5. | Manage ambulance license and medical response unit application process to assure compliance with internal procedures and with applicable statutes and rules. <ul style="list-style-type: none"> <li>A. Develop and maintain procedures and supporting documents to assist applicants in complying with the licensure/registration application process.</li> <li>B. Provide technical assistance and guidance to entities completing and submitting applications for ambulance licenses and medical response unit registration.</li> <li>C. Review and evaluate initial ambulance license applications submitted for approval.</li> <li>D. Review, evaluate, and approve renewal ambulance licenses applications.</li> <li>E. Review, evaluate, and approve medical response unit initial and renewal applications, providing technical assistance to applicants as needed.</li> <li>F. Obtain additional information from applicants as necessary.</li> <li>G. Verify application data in the EMSRB eLicense system so the system accurately reflects ambulance license and vehicle status.</li> <li>H. Maintain filing systems, including eLicense and computer-stored files, to facilitate efficient storage and retrieval of information.</li> </ul> | A | 10 | A |
| 6. | Perform other duties related to the position including but not limited to: <ul style="list-style-type: none"> <li>A. Assist the Executive Director in assessing and solving problems associated with functional and operational issues of the EMSRB as assigned.</li> <li>B. Assist co-workers as they problem-solve EMS issues impacting Minnesota, developing strategies and formulating new programs and initiative as necessary.</li> <li>C. Provide subject matter expertise guidance and background to EMSRB Investigator.</li> <li>D. Attend professional training and education related to the position.</li> <li>E. Maintain EMS certification specific to the position.</li> <li>F. Assist with the administration of the eLicense system.</li> <li>G. Submit weekly activity reports.</li> <li>H. Maintain ongoing communication regarding status of activities, seeking direction as necessary.</li> </ul>  | B | 10 | B |

**NATURE AND SCOPE** (relationships; knowledges, skills and abilities; problem solving and creativity; and freedom to act.)

**RELATIONSHIPS**

The person in this position must establish, develop and maintain effective communications and positive working relationships with all EMSRB clientele. Relationship building and maintenance are key components of this person's duties. Cooperation and coordination must be maintained with the following governmental and private organizations:

- Licensed ambulance services, hospitals, and other emergency care facilities in establishing the delivery of coordinated emergency medical services.
- State-approved EMS education programs to assure delivery of quality EMS education.
- Local EMS councils and authorities, law enforcement agencies, fire departments, emergency services, Division of Homeland Security and Emergency Management, local governmental agencies.
- Regional EMS programs in planning and establishing regional EMS activities.
- Community health service agencies in developing local EMS systems.
- State and Regional Hospital Preparedness Planning groups and committees to ensure EMS participation and involvement with regional and state planning efforts.
- Interstate EMS agencies and state offices.
- Other local, regional, state, and national partners and associations.

**KNOWLEDGE, SKILLS AND ABILITIES**

This position requires a person with an extensive background in emergency medical services. A high measure of technical and clinical knowledge regarding all levels and aspects of delivering state-of-the-art emergency medical services is essential for consulting with basic and advanced life support EMS providers. This person must also possess a working knowledge of all EMS equipment, radio communications equipment, and ambulance vehicles as identified in the ambulance licensing laws. This person must have extensive knowledge of the current U.S. Department of Transportation EMS curricula, EMS personnel certification standards, and requirements relating to EMS training program approval, as well as knowledge of current state and federal OSHA guidelines regarding communicable diseases and infection control.

Knowledge and understanding of the challenges facing rural EMS and ability to identify and work with the differences between Metro Minnesota services and Greater Minnesota services and small rural providers is important to this position.

Also necessary is a solid working knowledge of emergency management principles. This person must be familiar with the National Incident Management System. This position requires a person to assist in the planning and development of state, regional and local emergency management plans, and executing disaster planning exercises.

Human relation skills are essential in soliciting cooperation from the various public and private persons and organizations involved in the delivery of pre-hospital emergency care. A thorough knowledge of all applicable federal and state statutes and administrative rules is required. The position also requires knowledge of the role of a government regulatory agency, excellent written and verbal communication skills, and a background in a variety of computer applications. This person must be currently certified by the EMSRB and have prior EMS field experience. Above all, this position requires an individual who has the ability to build trust, respect, and cooperative efforts among the EMS community that is served by the EMSRB.

This position also requires:

Ability to establish rapport and create a mood of cooperation for effective problem solving.

Ability to set and meet goals and objectives.

Ability to organize and prioritize under strict time and production deadlines while producing quality deliverables.

Ability to analyze information and make independent decisions based on the results.

Ability to keep project activities on schedule to ensure timely completion.

Ability to work in a team environment, collaborating effectively and productively.

Ability to work independently.

**POSITION  
DESCRIPTION C**

**EMPLOYEE'S NAME:**

**PCN:**

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Ability to write error-free, professional reports and documents in plain language, targeted to the appropriate audience and meeting a variety of stakeholder needs.

Ability to create professional presentations, charts, reports, and documents using Microsoft Office software or related/similar tools.

Proficiency in Microsoft applications.

Ability to travel in-state and out-of-state as necessary.

Ability to deal with conflict and potentially adversarial role situations.

Ability to make well-reasoned decisions based upon thoughtful consideration and analysis.

Ability to solve complex issues crossing program and intra/inter-governmental paths with persons having conflicting or different backgrounds and perspectives.

#### **PROBLEM SOLVING AND CREATIVITY**

Under limited supervision, the person in this position must be creative in navigating challenging obstacles to cooperative working relationships among and with EMS stakeholders. Creative alternatives for generating new program activities are valued.

This position requires the individual to solve problems through recognition and assessment of a situation, identification of the desired outcome, and awareness of the resources to address the problem. The EMS Specialist must be able to assist with the analysis of unique and specific problems in each community and recommend alternatives to assure that quality emergency medical care is being provided to the public. The person must possess good judgment and the ability to deal with conflict and change. A well-developed sensitivity to political implications of various actions is essential.

#### **FREEDOM TO ACT**

The person in this position has extensive freedom to act and use professional judgment consistent with the job responsibilities, existing policies, and law. The EMS Specialist is required to make independent professional decisions and advise clientele on regulatory issues pertaining to emergency medical care and education. The person communicates regularly with other EMSRB staff, and as necessary, the Executive Director.