



Town of Winthrop

17 Highland Ave.
Winthrop, Maine 04364

Job title: Ambulance Chief
Department: Ambulance Service
Reports to: Town Manager
Range of Pay: \$75,000-\$95,000
FLSA Status: Exempt
Union: No

Nature of work

This is responsible administrative and supervisory work in a specialized, technical field – the operation of the Town's ambulance service and the provision of emergency medical treatment for patients in the field.

The Ambulance Chief is responsible for overseeing all activities of the Winthrop Ambulance Service in its delivery of emergency medical services to seven Kennebec County communities. That work includes supervising six full-time paramedics and emergency medical technicians, plus approximately 50 per-diem EMS personnel; ensuring adequate training for all personnel; submitting and administering an annual budget of approximately \$1.5 million; ensuring the proper and regular maintenance of all equipment, along with adequate inventories of all supplies, and adherence to all regulations related to the delivery of emergency medical services; preparing regular reports on the department's activities; and collaborating with other first-responder agencies and the communities they serve. This work involves considerable independence and contact with the public and other departments, and is subject to review by the Town Manager through observation, reports, and results achieved.

Essential duties and responsibilities

Examples of work (illustrative only):

Administrative

Maintains records of all emergency medical service activities as well as personnel files.

Hires, plans, directs, supervises, and evaluates the work of subordinates.

Ensures that all state and federal licenses, permits, and certifications are up to date.

Participates in collective bargaining as a member of the Town's management team.

Prepares, monitors, and provides financial reports.

Working in collaboration with the Finance Director, maintains an accurate record of all income of the service; works with the billing company to ensure it is getting required information and is billing for services in a timely manner.

In coordination with the town manager and other departments, seeks opportunities for grants that will enhance the delivery of emergency medical services and/or benefit the health and safety of the community.

Serves as the Town's Health Officer.

Delegates the duties of the 911 addressing officer.

Performs other related work as required or as assigned by the Town Manager.

Operational

Schedules crews and personnel to ensure adequate coverage 24/7/365.

Communicates and coordinates with the seven towns served by the Winthrop Ambulance Service.

Prepares and administers written operating procedures/guidelines to govern emergency medical services and other WAS personnel in the performance of their duties.

Establishes and maintains a mechanism to track continuing education and quality improvement participation.

Establishes a training program for all ambulance service staff to ensure compliance with Maine EMS licensing requirements, NIMS/ICS compliance, and Bureau of Labor Standards workplace safety training.

Coordinates EMS-related training sessions.

Maintains departmental equipment and medical supplies, including overseeing the maintenance of ambulances, stretchers, cardiac monitors, and other specialty, durable, and capital equipment.

Works with local health-care providers, law enforcement agencies, and fire departments on matters pertaining to emergency preparedness, disaster response, operational coordination, and staff relations.

Develops and disseminates public information, education, and relations.

Patient Care

Performs the patient care duties of a paramedic in addition to administrative and supervisory roles.

Available to be on call evenings and weekends.

Requirements of work

Thorough knowledge of the emergency medical services system, rules established by the Maine Board of Emergency Medical Services, and state statutes for EMS and ambulance vehicle operations.

Knowledge of Bureau of Labor Standards requirements, including facilities, training, and record-keeping. Ensures WAS is in full compliance.

Monitoring billing and collection agency performance, and negotiates contracts with private insurance payers. Ensures that personnel are obtaining and providing information necessary for expedient billing for services.

Thorough knowledge of the operation and maintenance of ambulance vehicles and emergency medical equipment.

Thorough knowledge of the layout of the community and the adjoining towns in terms of roads, access to medical facilities, resources, and potential challenges. This might include high-risk businesses that possess significant amounts of hazardous materials, special-needs camps, demographic challenges, etc.

Ability to plan, assign, and evaluate the work of WAS staff.

Ability to plan and budget work according to established Town practice.

Considerable skill in dealing with people under stressful conditions.

Ability to work with considerable independence subject only to general policies.

Training and experience required

Extensive experience in the provisions of emergency medical services, preferably including the development of operating procedures/guidelines; graduation from high school or equivalent, supplemented by practical post-secondary coursework; experience in employee supervision.

Familiarity with HIPAA requirements.

Familiarity with billing standards and reimbursement processes, including CMS, ambulance billing agency, and contracting with private-insurance carriers.

Necessary special requirements

Unrestricted Maine Paramedic license preferred*

Ambulance Vehicle Operator Course (AVOC)-certified (or equivalent)

Valid Maine driver's license*

IS 700/100, IS, 200, ICS 300, ICS 400, ICS 703 (within six months)

Background checks: BMV, Maine State Bureau of Identification, Criminal Justice Information Services (CJIS), National Practitioner Data Bank

* out-of-state candidates must obtain Maine licenses within 3 months