



Eastern Band of Cherokee Indians

EMS CHIEF

Position Description

Program:	EMS	Reports to:	Director - Public Safety
Division:	Operations	Position Number:	911014001
Classification:	Exempt	Revision Date:	10/09/2024
Pay Level:	17	Safety Sensitive:	Yes

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

Directs the overall management, operation, and supervision of staff of the Cherokee Tribal EMS Program. Formulates, develops, and implements policies, procedures and goals for the department. Ensures compliance with all local, State, and Federal laws regulations and protocols. Must maintain paramedic certification in the State of North Carolina.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Implements department goals and objectives. Establishes work priorities, work schedules, and coordinates work to be accomplished by each shift.
- Acts as Medical Command Officer at fire, medical, hazardous materials incidents, disasters, and other emergencies.
- Responds to employee complaints, complaints from the public, information and guidance requests from the public.
- Maintains discipline and insures that personnel follow department rules and regulations.
- Supervises the preparation of payroll records, inventory supplies, and purchase order requests.
- Researches and prepares reports, special projects, and record keeping, as required.
- Reviews, maintains, and updates Standard Operating Guidelines to current standards
- Makes recommendations for discipline, transfer, and promotion.
- Ensures appropriate reports are completed for EBCI administration including but not limited to the Director of Public Safety, Executive Committee and the EBCI Secretaries, and other tribal entities as appropriate.
- Uses financial software, and various other computer systems and software complete essential duties, functions, and responsibilities.
- Oversees the planning, staffing, coordination, and direction of the Tribal EMS Program.
- Plans, organizes, and evaluates the work assignments within the Program.
- Develops and administers departmental policies and procedures and initiates new ones as appropriate.
- Directs an ongoing program of utilization reviews and quality improvement.
- Reviews and monitors the EMS Program to ensure compliance with the rules and regulations set forth by the NC Office of EMS.
- Serves as the EMS System administrator for the NCOEMS system.
- Creates and maintains the NCOEMS system plan for CTEMS and all agencies including Cherokee Tribal Fire and Rescue, Public Safety Communications, Harrah's Cherokee Casino Resort, and Harrah's Cherokee Valley River.
- Develops and plans the program budget for CTEMS in compliance with EBCI budget policies.
- Ensures Cherokee Tribal EMS Education Institution remains in compliance with all Educational Guidelines of regulatory bodies including NCOEMS and CAAHEP.

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- Serve as an instructor for Educational offerings at CTEMS.
- Serve as the Administrator/Program Coordinator over appropriate educational institutions as needed.
- Act as the Dean/President over the Educational Institution to ensure institutional guidelines are maintained and followed.
- Attend all necessary compliance visits/meetings/advisory boards for CTEMS.
- Evaluates employee work performance and counsels on substandard work and non-compliance with current Tribal policies, OSHA standards, HIPAA, Code of Ethical Conduct, Safety Rules and Regulations rules, regulations, policies, and protocols.
- Works cooperatively with the Cherokee Indian Hospital and other area hospitals in development and maintenance of a quality emergency medical service team.
- Promotes awareness and understanding of the Tribal EMS in coordination with other community resources and the community at large.
- Serves on committees as appropriate to represent EBCI and Cherokee Tribal EMS, i.e., NCOEMS State Bioterrorism, NC Association of EMS Administrators, National Native EMS Association, USET, LEPC, NC Paramedic Association, B-NICE, Tribal Roads, Critical Incident Stress Debriefing Team, NC Association of Rescue and EMS, and others as applicable.
- Writes grants and prepares requests for additional funding from other sources, NCOEMS, NC Association of Rescue and EMS, Indian Health Service, and other sources when available.
- Performs job duties according to established safety guidelines and Tribal policies.
- Assists in managing all agencies within the EMS System with regards to medical care.
- Serve on the CTEMS QA/QI committee.
- Maintain the ability to function effectively as a paramedic within the EMS System
- Serves in an on-call capacity for emergencies or uncommon situations arise 24/7.
- Serve as the point of contact for regional EMS services, hospitals, or other entities.
- Serve as incident commander as appropriate during times of emergency.
- Ensure that EMS is prepared for states of emergency as needed.
- Establish and follow Tribal Emergency Action Plans as needed.
- Conduct readiness assessments for CTEMS, and ensure an affective ability to respond to disasters.
- Serve on community committees as needed, to represent EMS and the EBCI.
- Create, maintain, and follow functional mutual aid agreements.
- Notify the NCOEMS as appropriate for any rule violations that occur within the system or by personnel on an agency roster within the system as you are made aware.
- Conduct or delegate the conduction of internal investigations when a medical error, rule violation, or substandard performance occurs within the EMS system as you are made aware.
- Serves in an on-call capacity for emergencies or uncommon situations arise 24/7. May serve as the point of contact for regional EMS services, hospitals, or other entities.
- In the event of an emergency or identified immediate need, as determined by the Principal Chief or Vice Chief, participation in preparedness and response operations will be expected. Employee may be required to fill a temporary assignment in a role different from standard duties, work hours and/or work location in preparation for, during and after the emergency/identified need. Employee may also be required to participate in relevant exercises and regular preparedness training.

Scope of Supervision:

This position is supervised by program leadership. This position is responsible for supervising assigned personnel, and has the responsibility of all departmental operations. Has responsibility over the entire EMS system and actions taken by agencies within the system in regards to the NCOEMS EMS System plan.

MINIMUM MANDATORY QUALIFICATIONS

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Experience:	Experience to include 10 years as a Paramedic, with 5 of those years in Cherokee Tribal EMS and served as an EMS Captain at Cherokee Tribal EMS for 3 years.
Education:	Bachelor's Degree in related field required. Equivalent combination of education and experience may be in lieu of degree, with required related experience of an additional: 3 years with an Associate's Degree.
Licenses & Certifications:	Valid, insurable NC Driver's License required. Paramedic Certification, Certified Medical Examiner for the State of North Carolina and the Qualla Boundary and Level 1 or Level 2 NCOEMS certified instructor required.

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Required to be certified by the Tribal EMS Medical Director as a certified NCOEMS Paramedic.
- Must have the ability to plan, organize, supervise, and direct operations of the department.
- Requires a thorough knowledge of the Public Safety Division policies, procedures, and guidelines.
- Must be knowledgeable of all HIPAA, OSHA, Safety Rules and Regulations, Infection Control Policies, Tribal Personnel Policy, and the Cherokee Tribal EMS standard Operating Guidelines and Protocols.
- Good communication skills both verbal and written are required.
- Must have knowledge of full range of office procedures as related to finance, administration, and supervision.
- Must have knowledge of grants and grant writing.
- Must be knowledgeable of all equipment and medical procedures applicable to a Paramedic.

Must have a thorough knowledge of the geography of the Qualla Boundary. One (1) year would be required to become proficient in most phases of the job.

Safety/Accuracy Focus:

This position has been designated as safety-sensitive based upon position tasks, and required knowledge, skills, and abilities. Responsible for accuracy of work performed by subordinates. Review of work and subsequent procedures would detect most errors of administrative job functions. However, more serious errors in judgment in the field could have minor or life threatening impact if error occurred. Many job duties require on-the-spot decisions without time for review by others.

Key Relationships:

Internal contacts occur on a regular basis with departmental personnel. External contacts include clients, health professionals, and general Tribal population, Tribal entities, and Cherokee Indian Hospital staff, local, State, and Federal agencies. Contacts require strict adherence to rules of conduct, general orders, and procedures. A high degree of tact, courtesy, and professional decorum are required to maintain good public relations.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes.

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. The incumbent is responsible for highly confidential material including personnel records, governments reports, financial information, personal health information and more. The incumbent has access to all program memorandums, grant agreements, and other Tribal correspondence considered confidential. A high degree of discretion must be used when considering what information should be shared. Must adhere to Tribal confidentiality policies while performing job duties. Must adhere to all applicable HIPAA and Tribal confidentiality policies while performing job duties.

Complexity of Duties:

This position includes completing tasks of varying complexity levels. Duties are highly complex and varied, requiring planning and coordinating several activities at one time, and demand the use of problem solving skills and analysis of circumstances to develop appropriate actions. Is subject to frequent interruptions, in person, by phone, and by radio, which require varied responses.

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PREFERRED QUALIFICATIONS

No other preferred qualifications.

WORK ENVIRONMENT

Work Environment: This position can involve exposure to various hazards in the work environment. Work is performed in both inside and outside environments including inclement weather, personal injury hazards, and exposure to biohazards and infectious diseases.

**Mental/Visual/
Physical Effort:** Must be able to lift 50 pounds and carry 25 pounds on a repetitive basis. May lift up to 400 pounds with assistance. Job duties can be mentally, physically, and emotionally stressful at times. A high level of concentration and attention to detail are required along with necessary general observation, depending on the task at hand. Job duties require physical efforts of walking, running, climbing, bending, reaching with arms and hands, crawling, kneeling, crouching, good eye/hand/foot coordination, manual dexterity, and visual acuity. Must be able to speak, hear, and occasionally smell. Must pass an annual physical examination.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

***Disclaimer:** The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

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ACKNOWLEDGMENT

I have reviewed the content of the **EMS Chief** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date