

Communications Manager

AMR - Richmond, Virg.

Salary Range: \$50,000 to \$65,000

SUMMARY: The mission and purpose of this position is to manage the **Richmond Ambulance Authority (Virg.) Communications Center** through the Supervision of Senior Status Controllers, status controllers and Non-Emergency call taking personnel while ensuring acceptable radio etiquette, deployment to calls, routing, and posting practices such that 100% compliance with all clinical/dispatch policies is achieved.

ESSENTIAL LEADERSHIP DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- At all times display professional and courteous conduct and appearance
- Diligent adherence to protection of Personal Health Information (PHI) in accordance with the Health Insurance Portability and Accountability Act (HIPAA) regulations
- Demonstrate sensitivity to community and cultural norms
- Obtain IS 700 certification and BDLS certification within six months of hire/promotion
- Completion of Emergency Management Institute Professional Development Series self-study within three months of promotion into position
- Successful completion of Phase I of QI initiative training, LEAD U (101, 201 and 301 level) training, and prescribed ancillary LEAD U courses within three months of hire/promotion into position
- Attend advanced SSM training within six months of hire/promotion into position
- Assist in the production & collection of information that enables AMR leadership to aggressively manage accident and sentinel events for reporting to RAA
- Attend any OMD medical audit, whether in-person or via telephone, at the request of the Operational Medical Director whenever required
- Adhere to all requirements of AMR/RAA research initiatives and/or QI program with regard to data collection; support research initiatives through involvement, participation and thorough documentation
- Assist in the maintenance of both ACE and CAAS accreditation, through adherence to practices, as appropriate to duties & responsibilities, upon which such accreditation is based
- Attend a minimum of 80% of all strategic planning sessions each calendar year
- Attend a minimum of 80% of all mandatory leadership meetings each calendar year
- Responsible for completion of annual performance appraisals of subordinates

- Maintain all required certifications, licenses and/or permits; additionally, obtain newly required certifications for specific job description, as adopted from time to time
- Maintain current contact information with AMR through population of a 'contact update' submitted to supervisor within five (5) calendar days of status change
- Coach and educate colleagues of new and changing information as necessary

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Directs the development of the company's operational goals, objectives, policies, and procedures
- Exercise considerable independent judgment in the analysis and evaluation of all aspects of the communication center functions. General supervision is received from the VPO, OMD or Executive Director of The Richmond Ambulance Authority who review work through personal conferences and written reports for the design and implementation of practices that render an effective communication center
- Ensuring 100% compliance with all clinical/dispatch policies as they relate to system essentials (i.e., documentation of Polyheme enrollment, use of Autopulse (A-CPR) and notification of hypothermic cardiac care teams for ROSC patients, etc.,)
- Establishing and maintaining performance standards for individual Communication Center staff
- Assure consistent adherence to responsive, timely, customer service, on-time performance and unit hour utilization standards
- Participates in development of System Status Plans (coordinating with the VPO, Director of Operations and Research and Data Analyst)
- Ensure consistent dispatch and deployment according to SSP
- Interacts with field staff, operational Supervisors and Managers and others to evaluate and resolve operational problems
- Takes appropriate action to ensure that additional resources are called in as needed because of unexpected demands, emergencies or staff absenteeism
- Works with the Fleet Maintenance Department to schedule and coordinate vehicle maintenance
- Develops and implements orientation and in-service training for Communication Center staff, field staff and Supervisors
- Responsible for performance evaluations of Communication Center staff
- Develops and implements required additions, improvements and enhancements to staffing, equipment, policies and procedures
- Build and maintain effective interpersonal relationships with all staff, EMS system partners and RAA personnel

- Partner with the RAA IS Manager to assure optimal performance of radio, telephone, and CAD systems
- Designs, develops, implements and monitors an emergency medical services quality assurance program and establishes a quality assurance database
- Performs related work as required
- Demonstrates that internal customers are as valuable as external customers; projects appreciation and respect for all team members
- Formulates and balances short- and long-term goals for the operating division which are consistent with the overall AMR strategic direction
- Develops the talent and skills of subordinates and other employees by offering training opportunities in order to increase the bench strength of the division and AMR
- Provides support for appropriate technical upgrades as they relate to the communication function
- Ability to communicate clearly and concisely, verbally and in writing

QUALIFICATIONS

Five (5) years supervisory experience in high performance EMS dispatch and/or operations setting.

Comprehensive knowledge (or ability to rapidly (<90 days) establish such) of the dispatch center's operational/contractual requirements and geography to include municipalities, major landmarks, travel times, facility locations, facility referral and transfer patterns. Training certification in NAEMD, BCLS Certification as Healthcare Provider. Proficient knowledge of CAD essentials, SSM principles, and Microsoft Office products. Proficient knowledge of Crystal reporting and GIS platforms, Proficient knowledge of FCC regulations specific to licensing of EMS system communication centers. Demonstrated leadership ability in EMS communications and or operations setting. Minimum typing speed of 45 WPM with 90% accuracy, as measured in standard typing test. Must possess a Driver license. Demonstrated, effective track record cultivating relationships with internal and external customer-base. Demonstrated progressive movement in career path.

Contact:

Alison Tolisano
 American Medical Response, Human Resources
 55 Church St., 8th Floor
 New Haven, CT 06510
 (203) 781-1091, (203) 781-1134 fax