STATE OF CALIFORNIA

EMERGENCY MEDICAL SERVICES AUTHORITY

DUTY STATEMENT

GS 907T (REV. 04/02)

SHADED AREA FOR HUMAN RESOURCES ONLY

INSTRUCTIONS: Refer to the Payroll and Personnel Procedures Manual (PPPM) for Duty Statement Instructions.

RPA- **15-029**	EFFECTIVE DATE:

1. DGS OFFICE OR CLIENT AGENCY EMS Authority	POSITION NUMBER (Agency - Unit - Class - Serial)
2. UNIT NAME AND CITY LOCATED Disaster Medical Services Division	3. CLASS TITLE Staff Services Manager III
4. WORKING HOURS/SCHEDULE TO BE WORKED 8:00 a.m. to 5:00 p.m. -- Flexible	5. SPECIFIC LOCATION ASSIGNED TO Sacramento
6. PROPOSED INCUMBENT (If known)	7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 312-700-4802-xxx

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

8. BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the general direction of the Chief Deputy Director, the Staff Services Manager III (SSM III) has full management and supervisory responsibility for the Disaster Medical Services Division. The SSM III coordinates and directs the provision of medical services for statewide homeland security and disaster protection services of the populace as an integral part of the State of California Emergency Medical Services (EMS) system. The position is central to the EMS Authority's primary mission.

9. Percentage of time performing duties	10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use additional sheet if necessary)*
	ESSENTIAL FUNCTIONS All work is accomplished in accordance with the laws, rules, regulations, and/or guidelines of CalHR, State Personnel Board (SPB), Department of Finance (DOF), State Controller's Office (SCO), Federal and State laws (i.e. Americans with Disabilities Act, Family Medical Leave Act, etc.), Executive and Administrative Orders, State Administrative Manual, Bargaining Unit Agreements, the Public Employees Retirement System, Cal OSHA, the Department of General Services (DGS), and departmental policies, procedures, and guidelines, using the Microsoft suite of office products (Word, Excel, PowerPoint, Outlook, Access, Project), Visio and other technological and non-technological work tools. Under the general direction of the Chief Deputy Director, the Staff Services Manager III (SSM III) has full management and supervisory responsibility for the Disaster Medical Services Division. The SSM III coordinates and directs the provision of medical services for homeland security and disaster protection of the populace as an integral part of the State of California Emergency Medical Services (EMS) system. The position is central to the EMS Authority's primary mission.

11. SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

12. EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

	Essential Functions (cont.) This highly visible position is characterized by both broad policy development and complex operation combined with multiple department influence. This position is responsible for the direct communication and coordination with the Deputy Director's of the California Department of Public Health and the California Emergency Management Agency. The SSM III articulates, interprets, and implements the Department's policies, regulations, and procedures; has statewide responsibility involving independent decisions for uniquely sensitive programs with great program, policy, fiscal impact, and serious consequences of action; and is required to utilize effective management skills/tools (e.g. written and verbal communication including public speaking, project management, political consensus building, workload tracking/monitoring, staff development, etc.). The incumbent serves in place of the Director or Chief Deputy Director in his/her absence.
25%	In order to fulfill the multiple and varied responsibilities of the Disaster Medical Services Division by providing supervision and direction to EMS Authority professional and support staff and contracted Regional Disaster Medical/Health Specialists in the following areas: ▪ The development of state disaster medical response plans, policies, procedures, agreements, strategies, grant applications for acquiring, mobilizing, and allocating medical response resources in the event of a disaster or terrorist attack. Plans and plan annexes include but are not limited to: ➢ State of California ▪ Disaster Medical Response Plan ▪ Disaster Medical Mutual Aid Plan ▪ Emergency Plan ▪ Hazardous Materials Plan ▪ Radiologic Plan ▪ Mass Evacuation Plan ▪ Repatriation Plan US Health and Human Services, Hospital ▪ Emergency Management Strategic Plan ▪ Terrorism Response Plan ▪ Terrorism Strategy ▪ Pandemic Flu Plan ▪ US Department of Homeland Security Grant Application ▪ US Health and Human Services, Hospital Preparedness Program Application ➢ Federal ▪ Federal Emergency Management Agency Southern California Catastrophic Incident Response Annex
25%	In order to ensure the State's readiness in disaster medical response planning and preparedness that transcends multi-level public jurisdictional and private sector interests; recommends, formulates, and implements policy and negotiates interdepartmental memoranda of understanding and other policy agreements. ▪ Develops complex projects/programs by determining information needs and develops methods for collecting, analyzing, summarizing and presenting technical data to state, federal and county governments, for dissemination to medical administrators, health care providers and researchers and other interested parties. ▪ Coordinates with federal agencies and national disaster response organizations (American Red Cross, Salvation Army, etc.) on the development of integrated disaster medical response and recovery programs.

	Essential Functions (continued) ▪ Manages, directs and coordinates statewide disaster medical training and exercise programs to improve emergency response readiness.
25%	In order to provide statewide leadership and guidance to public and private agencies charged with emergency and disaster medical response planning responsibilities; provides assistance by consulting and coordinating as necessary for the continued development, implementation, and periodic testing of those plans. ▪ Works in cooperation with the California Office of Emergency Services (CalOES) and provides liaison, coordination, and consultation as necessary to Cal OES and other state, federal, and local agencies, health care providers and suppliers, and not-for-profit disaster response agencies in the development of detailed medical mutual aid and disaster medical response plans involving utilization of statewide resources. ▪ Provides policy direction, leadership and technical assistance to local EMS Agencies, Health Departments, and emergency management agencies to enhance local government capacity to meet the medical needs of disaster victims. ▪ Provides leadership and technical advice to hospitals, clinics, pre-hospital and other health care providers to enhance their preparedness to minimize the impact of disasters on their operations and maximize their capabilities to assist disaster victims. ▪ Develops in cooperation with State medical, nursing and health care provider licensing boards, local medical and nursing societies, educational institutions, and other professional organizations, detailed plans, policies and operational procedures for managing the mobilization, transport, logistic support, mobilization of medical supplies, pharmaceuticals, equipment, distribution and accounting for medical mutual aid resources and services for disaster response under their purview. ▪ Provides assistance in the design of internal mechanisms for rapid mobilization; continually ensures that plans are updated and tested. ▪ Manages and administers multiple funding sources including federal and state terrorism grant funds. ▪ Manages, directs and coordinates the EMS Authority's mobile field disaster medical response equipment, supplies and response station facility.
10%	In order to supervise staff in accordance with CalHR and SPB laws and rules, Bargaining Unit Agreements guidelines, EMS Authority policies and guidelines, and Worker's Compensation and CalOSHA guidelines: ▪ Monitors and evaluates performance using completed employee assignments and discussions with employees; provides on-the-job training to employees using either a one-on-one approach or in group settings. ▪ Prepares written performance evaluations using probationary reports and Individual Development Plans under established timelines. ▪ Provides injured employee(s) with the Employee's Claim For Worker's Compensation Benefits (SCIF 3301) and completes the SCIF Occupational Injury Report (SCIF 3067). ▪ Follows departmental Return to Work and Bargaining Unit Agreement guidelines for the purpose of returning employees to full duty. ▪ Encourages staff participation in departmental training for upward mobility purposes.

	▪ Takes corrective action to improve performance following the Department's Constructive Intervention process. ▪ Grants or denies employee requests for time off or requests to work overtime by evaluating staffing levels and workload needs.
10%	Provides leadership, and technical advice to local EMS agencies and EMS services providers in developing their data collection, analysis, and utilization capabilities. ▪ Develops and maintains EMS Authority capability to collect, analyze, and utilize data to support management decision making, continuous quality improvement and injury prevention activities. ▪ In order to provide coordination for meetings of special task forces, interdepartmental committees, and technical planning meetings by attending and providing liaison, advisory and/or technical assistance. Activities include but are not limited to active participation with: • Commission on Emergency Medical Services • Emergency Medical Services Administrators Association • California Hospital Association • California Association of Primary Care Clinics • California Poison Control Centers • California Conference of Local Health Officers • California Health Executives Association • California Chapter of the American College of Emergency Physicians • California Emergency Nurses Association • California Fire Chiefs Association • California Ambulance Association • Hospital Council of Northern and Central California • Healthcare Association of Southern California • California Emergency Management Agency • Governor's California Services Corps • California Health and Human Services Agency • State Terrorism Advisory Committee • Emergency Response and Training Advisory Committee • California Department of Public Health • California Military Department • California Department of Social Services • California Department of Rehabilitation • California Department of Aging • California Department of Mental Health • US Department of Health and Human Services Region IX Emergency Support Function #8 • US Department of Homeland Security FEMA Region IX • US Department of Defense • US Department of Veterans Affairs **Note:** Incumbent will be on call outside normal working hours to serve as the Chief of Disaster Medical Operations for the State of California. In the mobilization of the State's medical response to a disaster the incumbent: ▪ Coordinates the disaster response activities of the Emergency Medical Services Authority Operations Center and the Medical Branch of the OES State and Regional Operations Center ▪ Formulates policy recommendations to the State Disaster Medical Coordinator (Director, EMSA) regarding policy/direction of medical response and allocation of medical resources

	▪ Authorizes alert and/or requests for specialized emergency functions, i.e., California National Guard, federal emergency management agencies, Medical Mutual Aid regions, etc. ▪ In the absence of the Director or Chief Deputy Director, authorized to request and commit disaster medical resources and EMS Authority staff, facilities and funds
5%	**MARGINAL FUNCTIONS** Represents EMS Authority on departmental teams that may make decisions and develops processes that provide direction to staff. **KNOWLEDGE AND ABILITIES** **Knowledge of**: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Affirmative Action Program objectives; and a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives. **Ability to**: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's affirmative action objectives. **SPECIAL PERSONAL REQUIREMENTS** During emergency operations, may be required to work in EMSA's Departmental Operations Center, other governmental Emergency Operations Centers or in EMSA's field Mission Support Team to provide assistance in emergency response and recovery activities. Staff is required to complete emergency management and Incident Command System (ICS) training based on their respective roles in a response and participates in periodic departmental and statewide readiness drills and exercises. Under these emergency operations, staff need to work effectively and cooperatively under stressful conditions with short lead times; work weekends, holidays, extended and rotating shifts (day/night); and may be required to travel statewide for extended periods of time and on short notice.

DESIRABLE QUALIFICATIONS

- Knowledge of and/or experience in emergency medical services, EMS System Planning, disaster medical services, EMT, health care management, public health administration, health care planning and/or other health/medical background.
- Ability to manage and guide staff in order to achieve both good quality staff and customer relationships.
- Strong written, analytical, public speaking and interpersonal skills,
- Ability to act with flexibility and tact.

INTERPERSONAL SKILLS

- Work well as part of a team and be able to motivate staff,
- Build good working relationships with constituents, colleagues, and consultants.
- Ability to consistently exercise good judgment, make decisions and display effective communication skills

WORK ENVIRONMENT, MENTAL AND PHYSICAL ABILITIES

- Office environment, business dress for a professional office
- Ability to effectively handle stress, multiple tasks and tight deadlines calmly and efficiently
- Ability to communicate confidently and courteously with people of different backgrounds, different ethnic origins, and different personality types; with the general public, private sector professionals and people of various level of responsibility within state, local and the federal government
- Ability to travel more than 8-10 times per month in state, out-of-state and out-of country.