

**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-

**15-033**

EFFECTIVE DATE:

1. DGS OFFICE OR CLIENT AGENCY EMS Authority	POSITION NUMBER (Agency - Unit - Class - Serial)
2. UNIT NAME AND CITY LOCATED EMS Systems Division	3. CLASS TITLE Staff Services Manager I
4. WORKING HOURS/SCHEDULE TO BE WORKED 8:00 a.m. to 5:00 p.m. -- Flexible	5. SPECIFIC LOCATION ASSIGNED TO Rancho Cordova
6. PROPOSED INCUMBENT (If known)	7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 312-800-4800-001

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 direction of the EMS Systems Division Chief, the incumbent serves as the EMS Systems Manager. The position requires specific knowledge of emergency medical services, state budget process, Federal Block Grant requirements, and grant writing and is responsible for the following duties:

9. Percentage of time performing duties 35%	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)
	<p><b>ESSENTIAL FUNCTIONS</b></p> <p>The Staff Services Manager I provide professional support and technical assistance to local EMS agencies, public and private EMS providers, public safety agencies, and various committees on EMS related special projects. The incumbent plans, coordinates, oversees, and evaluates all stages and activities required in accordance with department policies and procedures, California Regulations and Statutes, federal grant requirements, S.A.M., using the Microsoft suite of office products (Word, Excel, PowerPoint, Outlook), and other technological and non-technological work tools.</p> <p>In order to direct and supervise the development of all regulations, standards, guidelines, and policy for EMS Planning and Development, EMS Transportation, EMS Communications and California Poison Control System, as directed by the EMS Systems Division Chief the incumbent:</p>

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.)**

- Directs the review of ambulance exclusive operating areas as defined in statute, the implementation of the EMS Standards and Guidelines, the review of local EMS Plans and Plan updates, and the review of EMS Regional Agency contractual compliance by reviewing and making recommendations to the Division Chief for EMS Regional Agency contract revisions; including Budget Change Proposals for augmentation and ensuring staff meets established deadlines from the EMSA Strategic Plan.
- Directs the development of the State Communications Plan and Emergency Medical Dispatch regulations by assisting program staff with Communication Plan development, ensuring grant budget is adhered to, providing direction to staff on the development of dispatch regulations, representing the EMS Authority at state meetings, ensuring staff meets established deadlines from the EMSA Strategic Plan.
- Directs the review of Poison Center operations by managing the audit of Poison Center operations for contractual and regulatory compliance including site visit, reviewing and makes recommendations to the Division Chief for contract and/or regulation revision.

30%

In order to direct and supervise the development of all regulations, standards, guidelines, and policy for the California EMS Specialty Care Systems to include but not be limited to Trauma, Stroke, STEMI and EMS for Children as directed by the EMS Systems Division Chief, the incumbent:

- Directs the development of the program aspects of Specialty Care by coordinating working with local EMS agencies with their Specialty Care Systems, managing the development of standard and special request data reports for Specialty Care, and managing the maintenance contract with Specialty Care system monitoring vendors.
- Directs the development of the statewide Specialty Care plans, directs program staff in the development (and revisions as needed) of Specialty Care Plans to be submitted by the local EMS agencies, assisting program staff with the Statewide QI activities related to Specialty Care systems, and collaborating with CEMSIS staff to ensure the data system meets the needs of the Specialty Care systems including review of data elements, code sets and report generation.

20%

In order to coordinate activities related to hospital issues, the incumbent facilitates appropriate task forces created to address specific hospital issues as determined by the Director by developing membership from EMS constituents appropriate to the subject matter:

- Schedules meetings, prepares agendas and utilizes e-mail correspondence to task force members; directs staff regarding meeting location logistics including maps, audio-visual and lunch; prepares minutes and ensures follow-through on task force activities; prepares drafts of task force documents for review and revision; coordinates public comment periods and finalizes documents as needed,
- Monitors hospital issues that effect the EMS System by reviewing hospital closure impact evaluations from Local EMS agencies and provides analysis to EMS Systems Division Chief; maintaining hospital/emergency department closure/downgrade listing in Excel format;
- Liaisons with Local EMS agency administrators and EMS Coordinators on emergency department diversion issues by monitoring press clippings on hospital issues through HHS PIO news clipping e-mails and California Healthline list serve, and attending EMS Administrators Association meetings as needed.

**Essential Functions (continued)**

5%

In order to provide the necessary Federal CDC Block Grant reports to the Department of Health Services the incumbent:

- Coordinates with assigned program staff the writing of program success stories as part of the annual block grant progress report by utilizing format provided by DHS/CDC as a Word document and submitting completed success stories to Division Chief for review by stated deadline.
- Coordinates with assigned program staff the writing of Federal CDC Block Grant applications by utilizing format provided by DHS/CDC as a Word document, submitting completed applications to Division Chief for review by stated deadline, coordinating with assigned program staff the writing of annual progress reports for the Federal CDC Block Grants, utilizing format provided by DHS/CDC as a Word document, submitting completed applications to Division Chief for review by stated deadline.

5%

In order to assist the EMS Systems Division in maintaining the necessary program funds and assist in advancing program opportunities through grant funding the incumbent:

- Reviews available grant funding for assigned EMS activities from federal, state and private funding sources by monitoring [www.grants.gov](http://www.grants.gov) for federal grants, Office of Traffic Safety website for grant opportunities and other private funding websites
- Reviews possible grant opportunities with Division Chief and administration for feasibility.
- Assists staff with grant writing by utilizing specific grant guidance and necessary forms provided by organization providing grant opportunity.

**MARGINAL FUNCTIONS**

5%

Makes presentations to management, federal and local government agencies and other officials on California hospital issues using the appropriate software.

**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.

### **Additional Special Personal Requirements**

Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

### **DESIRABLE QUALIFICATIONS**

- Knowledge of and/or experience in disaster planning, emergency medical services, public health administration and/or or a health/ medical background.
- Strong written, analytical, interpersonal and oral communications skills,
- Ability to act with flexibility and tact.

### **INTERPERSONAL SKILLS**

- Work well as part of a team and independently as necessary
- Build good working relationships with constituents, colleagues, and consultants.

### **WORK ENVIRONMENT, MENTAL AND PHYSICAL ABILITIES**

- Office environment, business dress for a professional office
- Present self professionally
- 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 consistently exercise good judgment and effective communication skills
- Ability to use a computer
- Ability to travel on an occasional to moderate basis and occasionally work overtime