

LAKES REGION EMS JOB DESCRIPTION

DEPARTMENT Ambulance

POSITION: Education Specialist

JOB GRADE: _____ DATE: 12/2011 APPROVED BY: _____

To Be Completed By Human Resources.

JOB CLASS NO. _____. FLSA STATUS: _____ APPROVED BY: _____

QUALIFICATIONS:

Education:

Nationally Registered Emergency Medical Technician Basic (NREMT-B), Intermediate (NREMT-I), or Paramedic (NREMT-P) Certification

Experience:

A Minimum of two years of pre-hospital or related course coordination and instruction

Special knowledge, skills, and abilities:

1. Demonstrated leadership skills.
2. Excellent written and oral communication skills.
3. Ability to work independently using time management skills.
4. Competency with Microsoft Office, Microsoft Windows, MNSTAR, and other windows and web based application.
5. Ability to provide constructive feedback to others in a professional manner
6. Works well under pressure
7. Ability to manage multiple projects with broad direction
8. Excellent customer service skills

REPORTS TO:

Executive Director

DIRECTION OF OTHERS:

Education Personnel (Does not include hiring, disciplinary, or termination functions)

PRIMARY FUNCTION:

To organize and provide direction to the external education department of Lakes Region EMS, Inc. in order to successfully meet departmental objectives and provide instruction to meet agency and community needs. In addition:

- Assists with educational needs of ambulance personnel
- Manage scheduling of instructors
- Assist with public relations activities and special events
- Participate in organizational committees
- Assist in marketing of courses
- Education equipment maintenance
- Assist with the Education Department budget and special projects

MAJOR RESPONSIBILITIES:

1. First Responder/EMT/Community and Internal Education programs:

STANDARDS:

- Works collaboratively with all internal and external portions of the education department
- Assists in the development of course offerings and curriculum.
- Pursues further education opportunities with agencies.
- Assists with distribution of course materials and course completion certificates
- Assists with tracking of course rosters and maintains database for course rosters
- Assists with other duties as assigned

2. Acts as liaison for community education programs:

STANDARDS:

- Acts as the point of contact
- Coordinates and facilitates the development of course offerings and curriculum.
- Pursues further education opportunities with public.
- Distribution of course materials and course completion certificates
- Provides tracking of course rosters and maintains database for courses.
- Assists with other duties as assigned

3. Understands the concept of and is committed to the Lakes Region EMS, Inc. Mission by demonstrating behaviors consistent with the Lakes Region EMS, Inc. Mission statement.

STANDARDS:

- Recognizes the personal dignity of patients, visitors, and staff as evidenced in responding to expectations, complaints and requests.
- Recognizes and affirms the contributions of coworkers.
Communicates to the appropriate personnel the expressed concerns and needs of customers. Works collaboratively with appropriate personnel in addressing the needs and concerns of customers.

4. Maintains confidentiality in all aspects of the job.

STANDARDS:

- Does not reveal information from patient medical records to others except in accordance with Lakes Region EMS, Inc. policy.
- Refrains from discussing patient or staff identities, condition, or circumstances in public areas potentially overhead by others, or with others who do not have a legitimate interest in the person.
- Secures written confidential documents in a manner that prevents unauthorized release.

5. Coordinates day to day operations of the education department to ensure the department meets the needs and expectations of Lakes Region EMS, Inc. and its customers.

STANDARDS:

- Coordinates daily operations within the departments to achieve quality services and positive employee relations.
- Assists in performance evaluations consistent with Lakes Region EMS, Inc. policy.
- Assists with the selection of qualified applicants for employment according to established guidelines.
- Performs other duties as assigned

6. Job Responsibilities Related to Patient Privacy

STANDARDS:

- The incumbent is expected to protect the privacy of all patient information in accordance with the Company's privacy policies, procedures, and practices, as required by federal and Minnesota law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with the Company's policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment or of membership or association with Lakes Region EMS, Inc.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other company operations.

- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding the Company's policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Company privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with Company policy.

Disclaimer

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted, as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees, assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.

Employee acceptance: _____

Date _____