

**DIRECTOR, EMERGENCY MEDICAL SERVICES**  
**(Executive Leadership)**

**DEFINITION:**

Under general direction from the Office of the County Executive, leads and directs the regional Countywide Emergency Medical Services System for the County of Santa Clara; administers and monitors the Emergency Medical Services Agency by planning, coordinating, and integrating activities of both public and private emergency healthcare services and by managing and supervising professional and other staff in support of this program.

**TYPICAL MANAGEMENT RESPONSIBILITIES:**

- Plans, administers, coordinates, and monitors the effectiveness and quality of all components of the Emergency Medical Services System;
- May be designated to oversee and direct, as necessary, the Medical and Health Emergency Operations in times of declared disasters and emergencies;
- Develops goals, objectives, administrative policies and practices for sound program operation and to ensure compliance with state and local requirements;
- Establishes standards for training and certification for all emergency pre-hospital care personnel and reviews and approves such training and education programs;
- Develops and implements procedures for public and private agency service providers and monitors their performance;
- Negotiates, administers, and monitors contracts with private ambulance companies for both Advanced and Basic Life Support services, Fire Department Advanced Life Support services, and Health Care facilities;
- Develops and administers the program evaluation system, including the data collection, analysis, and reporting of critical functions;
- Conducts long-range planning for program operations and to meet future needs, and integrates necessary improvements that enhance program outcomes;
- Develops and implements the medical component of disaster preparedness;
- Represents the Emergency Medical Services Agency, the Emergency Medical Services System, and the County and communicates effectively the essential functions and related matters of the Emergency Medical Services System to the public and to public and private agencies, boards, and commissions at the local, state, and national levels;
- Develops, coordinates, and carries out public information programs;
- Collects, analyzes, interprets, and evaluates data to ensure adequate Emergency Medical Services System performance;
- Investigates complaints regarding pre-hospital emergency care and effectively recommends resolution of identified problems or imposes sanctions, as necessary;
- Secures funding and resources to ensure that essential functions of the Emergency Medical Services System are carried out effectively;
- Analyzes existing and proposed legislation and makes recommendations to the Office of the County Executive regarding their impact on the program;

- Develops, reviews, and monitors the Emergency Medical Services Agency's annual budget and expenditures;
- May assume Disaster Service Worker\* duties, as required; and
- Assumes other related responsibilities, as assigned.

#### EMPLOYMENT STANDARDS:

Training, education, and experience sufficient to demonstrate possession of the following knowledge and abilities:

Experience Note: The knowledge and abilities required to perform this function are normally acquired through attainment of a Bachelor's degree in Health Care Administration, Public Administration, Business Administration, or a closely related field, and seven (7) to ten (10) years of administrative experience in an emergency medical services setting, including three (3) years of experience in a supervisory or managerial capacity in a large organization. Possession of a Master's degree is desirable.

#### SPECIAL REQUIREMENTS:

- Ability to travel to alternate locations in the course of work. If driving, possession of a valid California driver's license prior to appointment and the ability to qualify for and maintain a County driver authorization.
- \*As a condition of employment, pursuant to California Government Code Sections 3100-3109 and Local Ordinance, all County of Santa Clara employees are designated Disaster Service Workers (DSWs), including extra help. A DSW is required to complete all assigned DSW-related training, and in the event of an emergency, return to work as ordered.

#### Knowledge of:

- Paramedic and Emergency Medical Technician (EMT) practice and techniques in the field setting;
- Laws and regulations applicable to Emergency Medical Services Systems;
- Communications systems and dispatch practices related to Emergency Medical Services Systems;
- Medical care monitoring and quality improvement methods for all programmatic aspects of Emergency Medical Services Systems;
- Principles of budget preparation and administration;
- Methods of developing, organizing, and monitoring an integrated and complex Emergency Medical Services System;
- Principles of program planning and implementation;
- Categories of data and methods of data capture and analysis that are relevant to decision-making in the administration of an Emergency Medical Services System.

Ability to:

- Plan, monitor, evaluate, and coordinate a comprehensive regional countywide Emergency Medical Services System that integrates the diverse interests of multiple stakeholders;
- Apply interpersonal skills to foster cooperation and consensus between public, private, and other emergency medical services organizations that may have disparate interests;
- Write grants and seek and secure available outside funding;
- Negotiate and monitor contracts with providers of emergency healthcare and transport services;
- Analyze and evaluate current and pending legislation related to EMS Programs and make recommendations to the Office of the County Executive;
- Develop EMS Program operational policies and procedures;
- Establish and maintain effective working relationships;
- Communicate effectively, both orally and in writing.

REVISED – 06/06/2017

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REVISED – 02/27/2024

PC