



# The Alameda County Fire Department

invites you to apply for the position of

## Emergency Medical Services Quality Improvement & Education Coordinator



### Alameda County Fire Department's Emergency Medical Services Quality Improvement & Education Coordinator,

under direction from the Assistant Chief of Emergency Medical Services, plans, coordinates, implements and monitors the Alameda County Fire Department's Emergency Medical Services Quality Improvement for Alameda County Fire Department Firefighter Paramedics, Fire Dispatchers and Emergency Medical Technicians who are providing emergency medical care.

The Emergency Medical Services Quality Improvement & Education Coordinator oversees the development, delivery and evaluation of the Alameda County Fire Department's Emergency Medical Services (EMS) Quality Improvement Plan and all related activities presented to the department personnel and dispatch operations which provide services throughout Alameda County.



**Alameda County  
Fire Department**

[www.acgov.org](http://www.acgov.org)

*Dedicated to Superior Service*

# THE ALAMEDA COUNTY FIRE DEPARTMENT

The Alameda County Fire Department (ACFD) provides all-risk emergency services to the unincorporated areas of Alameda County (excluding Fairview), the cities of San Leandro, Dublin, Newark and Union City, the Lawrence Berkeley National Laboratory and the Lawrence Livermore National Laboratory. With 28 fire stations and 33 companies serving a population of 384,000, the ACFD serves densely populated urban areas, waterways, industrialized centers, extensive urban interface, agricultural and wildland regions. Over 400 personnel and 100 Reserve Firefighters provide a wide variety of services to an ever expanding, dynamic and diverse community of roughly 506 square miles. These services include:

- Advanced Life Support Rescue
- Fire Suppression
- Hazardous Materials Response
- Urban Search & Rescue
- Water Rescue
- Community Outreach & Education
- Disaster Preparedness
- Fire Prevention and Code Compliance
- Regional Dispatch

The Alameda County Fire Department (ACFD) was formed on July 1, 1993 as a dependent special district with the Alameda County Board of Supervisors as its governing body. This consolidation brought together into a single jurisdiction the Castro Valley Fire Department, Eden Fire Department and County Fire Patrol (each a dependent special district under the Board of Supervisors).

- Prior to 1993 Unincorporated Fire Protection
  - Castro Valley FPD
  - Eden Consolidated FPD
  - County Fire Patrol
- July 1, 1993 Alameda County Fire Department

Subsequently, the following communities have consolidated with the ACFD:

- July 1, 1995 City of San Leandro
- July 1, 1997 City of Dublin
- August 1, 2002 Lawrence Berkeley National Laboratory
- October 1, 2007 Lawrence Livermore National Laboratory

- January 20, 2008 Alameda County Regional Emergency Communications Center (ACRECC)
- May 1, 2010 City of Newark
- July 1, 2010 City of Union City

The ACFD is also responsible for the administration and operation of the Alameda County Regional Emergency Communications Center (ACRECC). The dispatch center provides dispatch and communication center services for the ACFD, the Alameda County Emergency Medical Services Agency, Camp Parks RFTA, and the cities of Alameda and Fremont.

## OUR MISSION

**We will provide the highest level of service to our communities by valuing our members, promoting positive leadership, and dedicating ourselves to excellence.**



# Emergency Medical Services Quality Improvement & Education Coordinator

## Minimum Qualifications

Minimum Qualifications and critical attributes for the success of the Emergency Medical Services Quality Improvement & Education Coordinator are:

### Experience:

The equivalent of three years of experience working with a pre-hospital care system and/or emergency room. Experience as a Mobile Intensive Care Nurse and/or Paramedic is desirable.

### Licenses:

A current valid California Registered Nurse license.

A current valid California Class C driver's license.

## Special Requirement

This position will require periodic observations of emergency situations to evaluate EMT/Paramedic performance. This requires being physically capable of getting on and off fire apparatus in an emergency setting.

### Knowledge and Abilities

Successful candidates for the position of Emergency Medical Services Quality Improvement Education Coordinator will have:

#### Knowledge of:

- Principles and practices of emergency medicine.
- Planning, development and implementation of comprehensive and effective EMT-P and EMT-1 training programs.
- Legal and ethical guidelines related to the practice and administration of EMS programs.
- Fire-based emergency medical programs, training methodologies and techniques.
- Microsoft Office Suite, Access and Power Point.

#### Ability to:

- Evaluate Paramedic effectiveness in assessing and treating patients.
- Prepare concise narrative and statistical reports using word processing, database and spread sheet technologies.
- Design performance measurement instruments and mechanisms.
- Communicate effectively both verbally and in writing.
- Work effectively and calmly in stressful situations.
- Establish and maintain cooperative working relationships with those contacted in the course of the work.
- Make sound decisions, use good judgment.
- Plan, organize and prioritize work.
- Demonstrate interpersonal sensitivity.

## Examples of Duties

*NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all duties listed.*

- Develops and implements consistent standards and practices related to emergency medical operations.
- Conducts patient care analysis using the department automated Patient Care Reporting System.
- Develops lesson plans using standardized software programs and conducts multiple repetitive EMS courses during a training cycle.
- Ensures department compliance with Alameda County EMS Agency policies and State EMS statutes and regulations.
- Ensures that Paramedics, EMTs and Emergency Medical Dispatchers are maintaining certifications, licenses, accreditations and are performing required patient care benchmark skills.
- Provides Emergency Medical Dispatch oversight.
- Coordinates investigations of EMS related complaints and unusual occurrences.
- Acts as liaison to Alameda County EMS Agency Medical Director on clinical issues.
- Reviews existing operations and recommends and implements new/changed policies and procedures in response to changing departmental and organizational needs.
- Rides with Paramedics on department apparatus and observes performance during actual responses.
- Administers Advanced Placement exams and specified training programs for new Paramedics.
- Participates in the division's annual budget planning.
- Develops, revises, implements and oversees PIP (Personal Improvement Plan) for employees; assists with remediation, education and counseling as needed.





## Compensation

The salary range for the Alameda County Fire Department's Emergency Medical Services Quality Improvement & Education Coordinator is from \$99,312.00-\$118,584.00 annually. The ACFD also offers an attractive benefits program with the following elements: CalPERS Retirement plan governed under the provisions of the 1959 Survivor Benefit Act, Retirement formula: 2% at 55 years of age; Management Benefits Cafeteria Plan; Health and Dental Insurance; Life/Accident Insurance, Paid Vacation & Sick Leave, Management Leave (7 days) Holidays (13 paid holidays; 4 floating holidays); and a Deferred Compensation Plan.

## Application Process

If you are interested please complete an on-line application and supplemental questionnaire at [www.acgov.org/hrs](http://www.acgov.org/hrs). Only on-line applications will be accepted. You have the option of scanning and attaching any additional documentation, however, you may also submit any additional documentation in-person or by U.S. mail before the closing date to Alameda County Human Resource Services, (Attention M. Hill), 1405 Lakeside Drive, Oakland, California 94612. If you choose to submit documentation in person or by U.S. Mail please make sure to clearly mark each document with your full name and address. **Please note:** Fax transmittals, postmarks, and late submissions will not be accepted.

The final filing deadline for submission of your application packet is April 29, 2011. Complete application packets (application, supplemental questionnaire) must be in the possession of the Alameda County Human Resource Services Department by the closing date, April 29, 2011.

## Selection Process

Complete application packets will be reviewed to verify the announced minimum requirements. Those applicants' applications and supplemental questionnaires will then be screened to determine the best qualified. Those candidates' applications selected as the best qualified will be invited to participate in the next step of the selection process, a Civil Service examination. Successful candidates who pass the Civil Service examination will then be invited to selection interviews conducted by the Fire Chief and Chief Officers of the Alameda County Fire Department.

The names of those candidates not selected after the Chief's Interviews will remain on Civil Service eligibility list for future appointment considerations or at least until the next recruitment administration for the Alameda County Fire Department's Emergency Medical Services Quality Improvement & Education Coordinator.

## Tentative Selection Schedule:

Application packets (on-line application, supplemental questionnaire, and copies of license and/or pertinent certification) must be submitted by the Last Day for Filing (LDF) on April 29, 2011:

- Recruitment Closes: **April 29, 2011**
- Screening of Minimum Qualifications and Best Qualified: **Week of May 2, 2011**
- Civil Service Examination: **Week of May 16, 2011**
- Chiefs Interviews: **Week of June 6, 2011**
- ACFD Backgrounds: **TBA**
- Tentative Appointment Date: **TBA**

If you have questions regarding this bulletin please contact:

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*Dedicated to Superior Service*

*Alameda County is an equal opportunity employer.*





