

CLASSIFICATION: CASE REVIEW AND EVALUATION SPECIALIST - EMS

Class Code: 1588-22

Date Established: 01-09-87

Occupational Code: 7-3-3

Date of Last Revision: 7-01-13

BASIC PURPOSE: To assist the Emergency Medical Services (EMS) Medical Control Board in determining if correct protocol was used in the handling of medical calls, to respond to complainants, and to serve as a liaison among the Board, the Bureau of Emergency Communications, and public safety emergency agencies.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Assists the EMS Medical Control Board with any issues concerning emergency medical dispatch and the Bureau of Emergency Communications.
- Responds back to complainants through the Board concerning medical dispatch protocol.
- Provides educational input to the Medical Control Board and to public safety agencies throughout the state concerning the emergency medical dispatching system.
- Assists in providing education to Bureau employees on an ongoing basis in the area of emergency medical dispatch.
- Operates computers and audiovisual equipment for educational purposes.
- Mediates between public safety agencies and the Bureau in addressing complaints, concerns, or educational requests regarding emergency medical dispatch.
- Represents the Bureau in communications with the medical dispatch system provider for the purpose of addressing protocol questions or concerns.

DISTINGUISHING FACTORS:

Skill: Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

Knowledge: Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

Impact: Requires responsibility for achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency programs or policies.

Supervision: Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires summarizing data, preparing reports, and making recommendations based on findings which contribute to solving problems and achieving work objectives. This level also requires presenting information for use by administrative-level managers in making decisions.

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Complexity: Requires evaluating a combination of wide-ranging job functions to determine work procedures, to solve problems, and to reach conclusions by applying analytical, technical, or scientific thinking. This level also requires planning policies and long-term strategies, drawing conclusions based on available criteria, and evaluating the effectiveness of program objectives.

Independent Action: Requires objective assessment in analyzing and developing new work methods and procedures subject to periodic review and in making decisions according to established technical, professional or administrative standards.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in the field of emergency medicine, safety, emergency communications, emergency management, or a related field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years of experience at a professional or technical level in the emergency medical field to include experience as an emergency medical technician at the paramedic or intermediate level, two years of which shall have been in a supervisory capacity. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license and certification at Instructor level in Emergency Medical Dispatch. Must obtain certification as an Emergency Medical Dispatch within ninety (90) days of hire.

SPECIAL REQUIREMENTS: Selected candidate will undergo a criminal background check and motor vehicle record check in order to ensure suitability for exposure to confidential information.

RECOMMENDED WORK TRAITS: Knowledge of the Bureau of Emergency Communications and the Emergency Medical Dispatch program. Considerable knowledge of New Hampshire laws pertaining to emergency medical services and associated legal liabilities. Knowledge of current literature, trends and techniques of Emergency Medical Dispatch. Knowledge of individual and group behavior. Ability to plan, supervise, coordinate, and direct the work of others. Ability to evaluate emergency medical dispatch situations. Ability to communicate effectively, both orally and in writing. Ability to exercise sound judgment in communication with the Medical Control Board, Quality Control Panel, public safety agencies, medical dispatch vendors, and the public in general. Ability to establish and maintain effective working relationships with co-workers, governmental agencies, and the public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This supplemental job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristics of that classification.