



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
EMERGENCY MEDICAL SERVICES REPRESENTATIVE III	35	B	10.514
EMERGENCY MEDICAL SERVICES REPRESENTATIVE II	33	B	10.515
EMERGENCY MEDICAL SERVICES REPRESENTATIVE I	31	B	10.518

SERIES CONCEPT

Emergency Medical Services Representatives promote and regulate the quality of pre-hospital care through inspection and permitting of ambulance services, licensure of attendants and coordination of emergency medical training.

Permit ambulance services by inspecting vehicles and equipment to ensure compliance with NRS 450.000B; license ambulance attendants by evaluating training and experience and ensuring all State requirements are met; certify emergency medical technicians to ensure they are appropriately trained and monitored; review lists of ambulance attendants to ensure their training and certification is current.

Monitor EMS training programs for adherence to national standards; coordinate training programs within assigned geographical area; consult with physician medical directors regarding all aspects of timeliness and appropriateness of EMS activities in performance and training; develop curricula to allow compliance with changing national standards; determine courses required; select instructors; conduct certification testing.

Participate in the development of minimum performance standards for EMS systems; monitor EMS systems for statutory and regulatory compliance through analysis of ambulance run reports, quality assurance programs, and direct observation.

Provide needs assessments on a regional basis for problem areas needing developmental solutions; provide technical assistance to EMS services in general and for special needs.

Maintain a system for the collection and analysis of the incidence and prevalence of traumatic injuries at the pre-hospital level throughout the State; develop statistical and other reports concerning traumatic injuries and pre-hospital emergency care.

Develop and maintain the contract with the trauma registry software vendor for support and upgrades; monitor vendor performance and recommend approval of payment.

Participate in investigations of complaints regarding violations of Trauma and EMS regulations or substandard trauma and pre-hospital emergency care to determine the validity of complaints and the appropriate action to take; participate in epidemiologic studies concerning trauma issues.

Participate in the review, development and implementation of regulations governing Trauma and EMS programs.

Certify and ensure compliance of trauma centers in conjunction with the American College of Surgeons per NRS 450B.236-239.

Perform related duties as assigned.

EMERGENCY MEDICAL SERVICES REPRESENTATIVE III	35	B	10.514
EMERGENCY MEDICAL SERVICES REPRESENTATIVE II	33	B	10.515
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Page 2 of 4

CLASS CONCEPTS

Emergency Medical Services Representative III: The Emergency Medical Services Representative III plans, organizes, and directs the Emergency Medical Services Program. This includes: development and implementation of legislation, regulations, policies and procedures of the Emergency Medical Services Section; supervision of lower level Emergency Medical Services Representatives and other assigned staff to include performance evaluations, work performance standards, work assignment and review, scheduling, training and disciplinary actions; and budget preparation and justification. Work is reviewed through formal meetings and written reports. This position receives administrative direction and is the supervisory level in the series.

Emergency Medical Services Representative II: The Emergency Medical Services Representative II performs the full range of duties described in the series concept. Incumbents receive general direction from the Emergency Medical Services Representative III. Work is assigned through program goals and objectives, and is reviewed through formal meetings and written reports. This is the journey level in the series.

Emergency Medical Services Representative I: Emergency Medical Services Representative I's receive training in performing the full range of duties described in the series concept. This is the entry level in the series and progression to the next level may occur upon meeting minimum qualifications and with approval of the appointing authority.

MINIMUM QUALIFICATIONS

INFORMATIONAL NOTE:

- * Certification as an Emergency Medical Technician, licensure as an Ambulance Attendant, or licensure as a Registered Nurse is required within six months of appointment and as a condition of continuing employment at the Emergency Medical Services Representative I and II levels.
- * Certification as an Advanced Emergency Medical Technician, licensure as a Paramedic or licensure as an EMS Registered Nurse is required within six months of appointment and as a condition of continuing employment at the Emergency Medical Services Representative III level.

EMERGENCY MEDICAL SERVICES REPRESENTATIVE III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent plus five years professional experience in emergency medical services or closely related field, two years of which included experience in a supervisory or management capacity with a licensed ambulance service or related governmental entity; **OR** two years of experience as an Emergency Medical Services Representative II with the State of Nevada; **OR** an equivalent combination of education and experience. *(See Informational Note)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: emergency medical services and trauma treatment and procedures in order to prepare written material or oral presentations regarding these programs; short and long term planning methodologies; other agencies and organizations and an understanding of their respective roles in the provision of emergency medical care; regulatory administrative practices. **Ability to:** communicate and encourage involvement in the development of proposed plans with staff and other concerned persons and to obtain agreement; supervise, monitor and evaluate the performance of staff; train staff; discuss problem areas, negotiate differences, establish mutually acceptable procedures and advise the participants of the

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EMERGENCY MEDICAL SERVICES REPRESENTATIVE II	33	B	10.515
EMERGENCY MEDICAL SERVICES REPRESENTATIVE I	31	B	10.518

Page 3 of 4

MINIMUM QUALIFICATIONS (cont'd)

statutory/regulatory requirements for emergency medical services; *and all knowledge, skills and abilities required at the lower levels of the series.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
Working knowledge of: State and federal statutes, and departmental and division policies; Legislative Counsel Bureau policies and proper format for writing legislation; national, State and local emergency medical services problems and resources; NAC and Board of Health requirements concerning legal notices and public hearings; State fiscal policies; pre-hospital medical care procedures; the principles and practices of supervision/management; personnel procedures for hiring, evaluating performance, and the disciplinary process. **Ability to:** draft legislation; negotiate and mediate between concerned parties; gather pertinent information and prepare summary statements of problems and recommended actions to the Bureau Chief, administration and the Board of Health; develop forms and methods for inspections, application and other compliance procedures; write grant proposals including the narrative, statistical and fiscal reports that must be included; write contracts and maintain records for results obtained as well as fiscal records; determine needs for data collection systems and to create new methods and forms as needed.

EMERGENCY MEDICAL SERVICES REPRESENTATIVE II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent plus three years of experience in emergency medical services or closely related field, one year of which was in a medical regulatory capacity or as a supervisor with a licensed ambulance service or related governmental entity; **OR** one year of experience as an Emergency Medical Services Representative I with the State of Nevada; **OR** an equivalent combination of education and experience. (*See Informational Note*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
Working knowledge of: EMS clinical standards, practices, treatment and procedures; the development of education materials; EMS communication systems capabilities and operations; medical terminology; personal computers and associated software; systems for scoring the severity of traumatic injuries; pre-hospital emergency care, treatment of traumatic injuries and the design and operation of EMS/Trauma Systems; mediation techniques. **Ability to:** use training equipment such as training mannequins and emergency medical equipment such as splinting devices, airway maintenance equipment monitors, etc; operate, compare and inspect ambulances and judge whether they are in compliance with statutes and regulations; independently organize, prioritize and complete assigned tasks; appropriately deal with stressful situations; make effective decisions in emergency and non-emergency situations; develop clear and concise correspondence and reports on clinical, technical and system subjects; interact professionally and competently with other allied agencies, elected officials and the general public; analyze situations and make effective decisions; *and all knowledge, skills and abilities required at the lower level of the series.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
General knowledge of: State, department, and division budgeting policies and procedures; requests for proposals, inter-local agreements, and contract policies and procedures; statutory and regulatory mandates and functions regarding EMS and Trauma systems; pre-hospital emergency care data collection systems and relevant pre-hospital data elements; System Trauma Registry software; NRS 450B and the State Board of Health Emergency Medical Service Regulations, NAC 450B; evaluation and analysis methodologies; hospital medical records practices; international classification of diseases injury coding principles and practices. **Ability to:** analyze information, problems, situations, practices and procedures to define problems, objectives and relevant concerns to formulate logical and objective conclusions and make appropriate recommendations; coordinate Statewide training programs; conduct quality control reviews of ambulance run reports; analyze, verify and validate system data and performance statistics as related to pre-hospital activities.

EMERGENCY MEDICAL SERVICES REPRESENTATIVE III	35	B	10.514
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Page 4 of 4

MINIMUM QUALIFICATIONS (cont'd)

EMERGENCY MEDICAL SERVICES REPRESENTATIVE I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent plus two years of experience in emergency medical services or closely related field; **OR** an equivalent combination of education and experience. (*See Informational Note*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

General knowledge of: medical terminology; two-way radio systems. **Ability to:** read and understand a variety of documents; apply basic arithmetic to determine correctness of ambulance run reports; write concise, logical, grammatically correct reports to detail violations of regulations.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: emergency medical services policies and procedures; regional problems, resources and geography. **Ability to:** work independently; read technical documents and reports such as equipment specifications, medical reports, state of the art articles and information; communicate with individuals or groups of varying social, cultural, economic and educational backgrounds to obtain information and explain policies and procedures; establish and maintain cooperative working relationships with ambulance providers, physicians, nurses and local government officials; prepare and make presentations to groups based on the interest level of the group being addressed.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>10.514</u>	<u>10.515</u>	<u>10.518</u>
ESTABLISHED:	10/17/86	6/29/73	7/1/75
REVISED:	7/1/87-12P	7/1/87-12P	8/29/75
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REVISED:			7/1/87-12P
			1/30/87PC
REVISED:	7/1/97P	7/1/97P	7/1/97P
	9/19/96PC	9/19/96PC	9/19/96PC
REVISED:	09/26/14PC	09/26/14PC	09/26/14PC