



Job Description: Education & Compliance Officer

Approval:

Director Dennis J. Perry

Date: 7/1/2017

Summary

The Education and Compliance Officer manages the Agency's training, quality assurance, and HIPAA compliance programs. While on-duty, this position will also serve as a back-up paramedic during times of high volume when resources become depleted.

Supervision Received and Exercised

This position is ranked as a Lieutenant and is supervised by and receives direction from the Captain. This position operates with minimal direct supervision and, therefore, must be able to work independently, make critical decisions, and manage his/her time effectively.

This position does not supervise others.

Pre-Requisite Qualifications

To be eligible for initial or continued appointment to the position of Lieutenant one must:

- Meet all qualification requirements for the position of Paramedic in accordance with JCESA Administrative Policy #1850 (Paramedic Job Description);
- Be certified as a WVOEMS Lead Instructor or Master Instructor at the ALS level;
- Have at least one year of experience coordinating and/or instructing EMS continuing education courses;
- Possess current certification as a CPR (BLS) instructor by a WVOEMS approved institution
- Understand the purpose and process of Quality Assurance reviews and interpretation of aggregate data for Quality Improvement;
- Have a strong understanding of HIPAA and the laws, rules, and best practices relevant to pre-hospital care; and
- Possess strong office technology skills, including the use of Microsoft Office, copy machines, and proprietary databases and applications.

Desired Qualifications

Although not required for appointment, as of the effective date of this policy, the following qualifications are desirable in candidates seeking appointment to the position of Education & Compliance Lieutenant.

- Instructor, coordinator, or faculty status in one or more of the following disciplines: ACLS, AMLS, GEMS, PEPP, PHTLS, and/or TECC
- Two or more years actively coordinating an EMS training program
- Two or more years conducting QA or coordinating a QA program



- One year or more using TargetSolutions as a supplemental training delivery and certification tracking platform
- Experience implementing and/or maintaining a HIPAA compliance program
- College coursework (please include number of credits earned and/or degrees awarded)
- Authorized Fire Service Instructor through RESA or WVU FSE.

Candidates possessing any of these should submit documentation when submitting a written letter of interest (internal candidates) or resume and application (external candidates) during a vacancy announcement period for this position.

Responsibilities

The responsibilities of the Lieutenant include:

- All responsibilities of a paramedic as outlined in JCESA Administrative Policy #1850 (Paramedic Job Description), when functioning as a primary attendant or aide in patient care.
- Training Program
 - Schedule courses based on recertification requirements, provider needs, and issues identified through QA
 - Coordinate all elements of the scheduled course to include; instructor, venue, equipment, supplies, institution approval, credentialing documents, and post-course documentation.
 - Coordinate and conduct skills evaluation sessions
 - Deliver additional training through TargetSolutions
 - Assist employees and volunteers with recertification applications
 - Maintain records in WVOEMS CIS, internal databases, and hardcopy as appropriate
 - Serve as POC and liaison to WVOEMS Education Division
 - Serve as TC Coordinator for ASHI
- Quality Assurance Program
 - In accordance with the Quality Management Program, review PCRs flagged by volunteer QA officers, randomly review PCRs that have not been flagged, address deficiencies with providers and/or volunteer and/or JCESA officers
 - Receive and investigate inquiries from medical command
 - Identify and present cases for review at monthly EMS Chiefs meeting
 - Serve as liaison to Trauma Coordinators at JMC and BMC
- HIPAA Compliance Program
- Other duties as assigned

Additional Position Attributes:



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- **Status:** Non-Exempt
- **Compensation:** If hired from within, the Lieutenant will receive a 5% increase to their base hourly rate as a Paramedic upon appointment. In the event that the Lieutenant returns to the position of Paramedic, whether voluntarily or involuntarily, this increase will be reversed on the effective date of the position change. If an external applicant is hired into this position compensation will be Grade IV and between step A-E, at the discretion of the Director, based on experience and qualifications.
- **Location and Hours of Work:** This position will be primarily based at Station 11. Generally, the hours and days will be Monday through Thursday from 0800-1800. Hours may be adjusted on Monday and Thursday to accommodate hours spent in the classroom during other times. Such adjustments must be coordinated with the Captain at least two weeks in advance. This position is expected to work 40 hours per week, on average, but no less than 72 and no more than 96 hours per pay period. Overtime (Hours worked in excess of 96 in a pay period) requires approval in advance by the Captain.

