



Job Description: Education & Compliance Officer [Captain II]

Approval:

A handwritten signature in black ink, appearing to read 'Allen Key'.

Date: 7/1/18

Summary

The Education and Compliance Officer holds a rank of Captain II manages the Agency's training, quality assurance, and HIPAA compliance programs, maintains all agency licenses, evaluates employees, serves as the liaison to the Medical Director, develops promotional examination content, is the point of contact for educational entities, and serves in the Senior Shift Officer rotation.

Supervision Received and Exercised

This position is supervised by and receives direction from the Operations Commander. 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 may directly supervise staff as assigned by Operations Commander.

Qualifications

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

- Be at least twenty-one (21) years of age
- Possess a valid Driver's License
- Meet the EMS Personnel Requirements set forth in WV §64 CSR 48
- Possess a current WV Paramedic certification, and
- Successfully complete the following training as evidenced by a completion certificate or transcript. Fire service courses must be accredited or accepted by the WV State Fire Commission. EMS courses must be accredited or accepted by the West Virginia Office of Emergency Medical Services.
 - Firefighter I
 - Firefighter II
 - Fire Officer I
 - Fire Officer II
 - Incident Safety Officer
 - Health and Safety Officer
 - NIMS 300
 - NIMS 400
 - Community Safety Educators (NFA Q0118)
 - Public Information Officer Awareness (FEMA EMI IS-29)
 - NFPA Instructor I & II or NAEMSE Instructor I & II
 - Bachelor's degree, or at least 100 college credits, of which 50% must be upper division coursework. Significant and successful program management experience may be considered in lieu of degree or college coursework, at the discretion of the Director.



- Be an authorized fire service instructor through WV PST or WVU FSE
- Be certified as a WVOEMS Lead Instructor or Master Instructor at the ALS level
- Instructor, coordinator, or faculty status in three or more of the following disciplines: ACLS, AMLS, GEMS, PEPP, PHTLS, and/or TECC, or willingness to obtain.

Failure to maintain the required qualifications throughout employment will result in termination.

Responsibilities

The responsibilities of the Education & Compliance Officer include:

- **Training Program**
 - Schedule EMS and fire courses based on recertification requirements, field staff needs, and issues identified through QA
 - Publish an annual schedule of training classes and supplement as needed throughout the year
 - Guide and assist employees to obtain required by the West Virginia State Fire Commission Fire Prevention Unit policy to ultimately bring all field staff to the appropriate level;
 - Ensure that all documentation is in order at all times for a Fire Prevention Unit inspection by the State Fire Marshal
 - Facilitate remedial training as the need is identified;
 - Organize in-service training and drills to better prepare field staff for incident response and mitigation;
 - Notify employees of professional development opportunities in the region
 - 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
 - Coordinate the placement and scheduling of students in programs from other institutions (Blue Ridge CTC, WV PST) with Agency field staff.
- **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 by the Quality Management Committee



- Serve as liaison to Trauma Coordinators at JMC and BMC
- Serve as the liaison to the Medical Director
- Compliance Programs
 - Manage the Agency's HIPAA Compliance Program
 - Coordinate the application and/or renewal process for all licenses required for the agency, including; Board of Pharmacy, DEA, WVOEMS Agency, Laboratory, etc.
 - Coordinate annual WVOEMS vehicle inspections
- Other duties
 - Conduct site visits to ensure employees have the tools and knowledge to perform as expected, are in compliance with all policies and procedures and our volunteer partners are being met to the extent of the Agency's capabilities.
 - Complete employee performance evaluations for assigned employees
 - Execute disciplinary action in accordance with AP#1210, including verbal warnings and written reprimands.
 - Attend meetings of the JCESA Board, JCFRA, EMSAC, MPCC, NEREMS, ECC EMD QA Committee, Jefferson County Quality Management Committee, and any other meetings assigned by the Director
 - Develop and maintain employment screening examinations and promotional examinations for every rank except Director (the Director is screened and hired by the board);
 - In times when the immediate need exceeds all available resources, the Operations Commander may be needed to function as a Firefighter / Paramedic, as described in the job descriptions for Firefighter / Paramedic II & III, in accordance with WVOEMS scope of practice and protocol, and West Virginia State Fire Commission Fire Prevention Unit policy.
 - Perform additional duties as assigned by the Operations Commander
 - Participate in the Senior Shift Officer rotation
 - Publish content to the agency's social media accounts
 - Other duties as assigned

Additional Position Attributes:

- **Status:** Hourly
- **Compensation:** Compensation is determined by position and years of service, as illustrated in the JCESA Pay Table (AP#1192).
- **Location and Hours of Work:** The Education & Compliance Officer will generally work out of the main JCESA building. This is typically a daywork position, but hours and days of work may vary, and the Education & Compliance Officer is expected to adjust his/her schedule to meet the current needs of the organization. Assignment location and scheduled hours are subject to change at any time for any reason at the discretion of the Director.



- **Take-home vehicle:** The Education & Compliance Officer is expected to conduct station visits and respond to certain emergency incidents throughout the county, conduct other business on behalf of the agency throughout the region, and may be required to engage during off-hours in the event of a disastrous incident or activation of the EOC. As such, this position will be assigned a take-home vehicle to be operated in accordance with AP#1650.