

JOB DESCRIPTION

TITLE: Fire Service Liaison

REPORTS TO: Director of Operations, Santa Clara County

MANAGES: Subcontractor Contact Compliance, Star Car Program Management and Oversight

EXEMPT/NON EXEMPT: Exempt

With the direction of the Director of Operations the Fire Service Liaison provides a leadership role with other agencies providing Emergency Medical Services in Santa Clara County. This individual will work collaboratively with all EMS partners to assure contract compliance, ambulance transport monitoring, QA/QI processing and reporting of findings to established EMS Board.

Duties and Essential Job Functions

1. Work as a central point of communications between first responder providers and AMR.
2. Communicate with all system providers, preferably meeting at a minimum of once a month.
3. Coordinate, review and report to EMS Agency response performance data of all system providers.
4. Assist Data Analysts and Operations in the Exemptions process as it relates to first responder providers.
5. Management and oversight of STAR Car Program
6. Gather all clinical information for Clinical Education Review
7. Conduct monthly Utilization Review meetings with all STAR unit providers to assure contract compliance to pre-established criteria for operation and transport.
8. Oversight of QRV Program, providing performance feedback to QRV's, working with dispatch centers and agencies to obtain response time performance reports
9. Assure that all system providers have consistent QA/QI programs in place that assures communication and reporting to EMS Agency. At a minimum these programs will replicate AMR's program and processes.
10. Work with CES to assure that identified training for system providers occur. These will include but will not be limited to driving of ambulances, service receipt training and paramedic transport roles.
11. Provide system updates and reports to any and all EMS Committees involving system performance, evaluation and processes.
12. Coordinate with CES to assure clinical data collection is integrated with future lesson planning with all agencies in the system.
13. Coordinate with CES, Data Analysts and Fire Agencies to provide Operational and Clinical Key Performance Indicators reports.

14. Participate in processes for lease/rental agreements between AMR and Fire Service providers, serving as contact to insure provisions are met

Required

Strong understanding of EMS System Design components.

History of EMS field or related health cares experience.

EMS Management or other health care related experience in dynamic EMS system.

Proven ability to interface with other agencies in productive and supportive atmosphere.

Excellent written and oral communication skills.

Ability to organize and lead committees of diverse agencies specializing in EMS delivery.