



Pulaski County Emergency Medical Services

Department: EMS

Reports To: EMS Director

Position Title: Captain

Purpose of Position:

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Under the supervision of the EMS Director, the Captain is responsible for managing day-to-day operations, performing all EMT or Paramedic duties, and providing leadership to ensure the highest standard of patient care and team performance.

Essential Duties and Responsibilities

- Complete and submit all reports/documents to billing in a timely manner per policies, procedures, and regulations. This includes verifying reports from other personnel on shift and ensuring proper documentation of critical interventions (e.g., Naloxone, IV, IO, airway management).
- Send STEMI, scene flight, pediatric, stroke, and intubation charts to the medical director for review.
- Ensure daily and monthly checks, audits of all ambulances, and assigned chores are completed promptly and accurately.
- Maintain and enforce confidentiality policies set by the agency and other governing bodies.
- Coordinate staff scheduling: Find coverage during call-offs, complete associated forms, and communicate changes effectively.
- Make informed decisions based on EMS and County policy manuals in the absence of the EMS Director.
- Identify and forward potential policy or protocol violations to the EMS Director for evaluation.
- Distribute shift reports with updated information, including truck status, training schedules, and departmental updates.
- Participate in and contribute to organizational committees: Audit and Review, ER Committee, Quality Improvement, Field Training, and department meetings.
- Take on specialized roles as assigned, such as Training Officer, Safety Officer, Supply Management, Public Relations, or Ambulance Maintenance.
- Foster a positive and collaborative work environment, demonstrating leadership that promotes teamwork and professionalism.
- Mentor and coach junior staff, providing guidance to improve skills and operational readiness.
- Develop and implement conflict resolution strategies to address interpersonal or operational challenges.
- Provide emergency coverage to ensure minimum staffing levels are met.
- Maintain professionalism in interactions with subordinates, peers, and the public.

- Plan and participate in inter-agency disaster preparedness drills and ensure EMS readiness for emergency situations.
 - Organize or lead public education and outreach events, such as EMS demonstrations, first-aid training, or safety awareness programs.
 - Complete any additional assignments as directed by the EMS Director.
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Performance Expectations

- 1. Timeliness:**
 - Ensure all patient care reports are submitted within **24 hours** of shift completion.
 - Verify and audit daily/monthly truck checklists within **48 hours** and report discrepancies immediately.
- 2. Leadership and Supervision:**
 - Conduct at least one formal review of subordinate personnel performance per quarter and provide documented feedback.
 - Regularly observe and evaluate team adherence to protocols and operational standards during calls and routine activities.
- 3. Training and Education:**
 - Plan and deliver a minimum of two training sessions per quarter for staff, focusing on skills improvement, protocol updates, or safety practices.
 - Ensure 100% staff compliance with continuing education and certification requirements by monitoring progress and offering guidance.
- 4. Operational Readiness:**
 - Achieve 100% compliance with ambulance inventory and readiness checks, ensuring trucks are fully stocked and operational at the start of each shift.
 - Facilitate the resolution of operational issues (e.g., equipment failures, supply shortages) within **24 hours** of identification.
- 5. Community and Public Relations:**
 - Lead or participate in at least one public outreach or education event per quarter to strengthen community relationships and promote EMS services.
 - Respond to community inquiries or concerns within 48 hours, escalating as necessary to the EMS Director.
- 6. Compliance and Quality Assurance:**
 - Ensure compliance with all state and federal EMS regulations, submitting all required reports (e.g., quality assurance reviews, incident reports) within established deadlines.
 - Oversee a 95% or higher compliance rate in completed chart reviews and data accuracy for all subordinate personnel.
- 7. Communication:**
 - Distribute shift and department updates with 100% accuracy and timeliness, ensuring all staff are informed of critical changes or developments.
 - Facilitate biweekly team briefings to address concerns, review performance goals, and encourage open dialogue.

8. **Emergency Preparedness:**

- Participate in or coordinate inter-agency disaster drills and submit post-drill evaluations to the EMS Director within five business days.
 - Maintain up-to-date emergency action plans, ensuring all team members are familiar with their roles in disaster scenarios.
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Minimum Training & Experience Requirements

- **Age Requirement:** Minimum 18 years old.
 - **Education:** High school diploma or equivalent.
 - **Certification:**
 - Current Indiana and/or National Registry Certification as EMT or Paramedic.
 - Valid driver's license with a clean driving record.
 - **Skills and Knowledge:**
 - Familiarity with Triage, Hazmat Awareness/Operations, and EMS rules/regulations (local, state, federal).
 - Strong organizational and administrative abilities, including report writing and scheduling.
 - Experience with quality assurance/improvement processes is preferred.
 - **Continuing Education:** Captains are required to participate in or lead annual training sessions to maintain certifications and improve team performance.
 - **Background Check:** Must pass a criminal background check.
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Physical Qualifications and Work Environment

- Ability to lift and carry 100 pounds unassisted.
 - Capable of walking, squatting, standing, or sitting for extended periods.
 - Possess excellent problem-solving skills to manage stress and adapt to emergent situations.
 - Strong emotional stability and the ability to lead effectively under pressure.
 - Demonstrated proficiency in effective communication (verbal, written, and via radio).
 - Always maintain personal hygiene and professional appearance.
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Pulaski County EMS is committed to fostering an inclusive and professional work environment. Pulaski County is an Equal Opportunity Employer.