



**Code: 0393**

Family: Clerical and Office Administration

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: General Administrative

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## **CLASS TITLE: DIRECTOR OF EMS COMPLIANCE**

### **CHARACTERISTICS OF THE CLASS**

Under direction, reports to the Office of the 1<sup>st</sup> Deputy Fire Commissioner. The position directs and administers training and regulatory compliance programs affecting the delivery of Emergency Medical Services (EMS) for the Chicago Fire Department, and performs related duties as required

### **ESSENTIAL DUTIES**

- Works with Region XI Medical Director's Consortium and other stakeholder organizations (e.g., Illinois Department of Public Health) to develop comprehensive EMS policies that assure quality standards of care, operations and regulatory compliance with local, state, and national standards
- Directs staff engaged in the development of EMS educational training to maintain compliance with local, state, and national standards
- Develops and oversees Continuous Quality Improvement (CQI) programming as part of compliance with state and national standards
- Identifies and develops training based on needs identified by CQI, research, and emerging areas of EMS
- Oversees the development and execution of training classes offered at the Chicago Fire Department's Simulation Training Center (STC)
- Continues strong partnership with law enforcement agencies (e.g., FBI, CPD) in developing and coordinating intra-agency training opportunities (e.g., LEMART, CBRNE) and mass casualty drills
- Functions as the Chicago Fire Department's HIPAA Compliance Officer, working in conjunction with legal counsel
- Works in conjunction with the Internal Affairs Division (IAD) and the hospital consortium by participating in the review of medical complaints to determine if appropriate standards of care are provided by CFD personnel
- Provides direction and works with the Department of Finance with regards to EMS billing requirements to insure that all state and federal billing requirements are followed (e.g., IMPACT, NEMSIS3)
- Acts as a liaison with medical response teams at the local and state level
- Represents the department at various local and state meeting and/or advisory committees, when designated
- Keeps executive level management apprised of issues and changes related to EMS regulatory compliance
- Serves as a resource to the Chicago Fire Department by interpreting policies and procedures that affect EMS activities for the department
- Assists in preparation of manuals and other reports documenting the Chicago Fire Department's quality standards, practices, and protocols
- Reviews and comments on proposed legislation, federal initiatives, and policies affecting EMS
- Prepares reports on productivity/performance, operating and personnel costs, and administrative work operations for management review

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

## MINIMUM QUALIFICATIONS

### Education, Training, and Experience

- Graduation from an accredited college or university with a Master's degree in Nursing, Public Health Administration, Business Administration, or a directly related field, plus four years of experience in healthcare quality assurance or compliance management, or an equivalent combination of training and experience

### Licensure, Certification, or Other Qualifications

- Must have a valid State of Illinois Driver's License

## WORKING CONDITIONS

- General office environment

## EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

## PHYSICAL REQUIREMENTS

- No specific requirements

## KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

### Knowledge

Considerable knowledge of:

- \*applicable federal, state, local laws regulations and guidelines (e.g., Illinois EMS Act, IDPH regulations)
- \*emergency medical care and management practices, techniques and principles
- \*equipment and materials utilized in providing emergency care
- \*training techniques and strategies
- \*applicable HIPPA policies, rules and regulations
- Chicago Emergency Medical Services (EMS) policies and procedures
- Chicago Paramedic/EMT-B Standing Medical Orders

Moderate knowledge of:

- \*geographic locations in the City
- \*report preparation methods, practices and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

### Skills

- \*ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making

- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- MANAGEMENT OF FINANCIAL RESOURCES – Determine how financial resources will be utilized in order to execute successful projects and account for these expenditures
- \*MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job/task at hand
- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions and choose the most appropriate one

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas verbally in a clear concise order so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS – identify when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and the potential for considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.