



**ANDERSON COUNTY EMERGENCY MEDICAL SERVICES  
JOB DESCRIPTION**

**TITLE:** **CQI / OUTREACH COORDINATOR**

**ORGANIZATION:** Administration **PAGES:** 7

**EXEMPTION STATUS:** Exempt

**SUPERVISED BY:** Directly by the EMS Director, Deputy EMS Director, and EMS Operations Manager.

**EMPLOYEES SUPERVISED:** In-Direct supervision over Assistant Operations Supervisors (Lieutenants), and Field Personnel (Paramedics) with regards to Anderson County EMS Education/Training and Continuous Quality Improvement.

**CAAS STANDARD:** 101.02.03 **ISSUED DATE:** March 3, 2022

**APPROVED BY:** *Alfred Steve Kelly*  
Alfred Steve Kelly  
EMS Director

**SUMMARY DESCRIPTION:** The CQI / Outreach Coordinator is primarily responsible for designing, implementing, and maintaining a CQI Program for Anderson County. The CQI / Outreach Coordinator will also be responsible for planning, organizing, coordinating and directing education/ training activities for Emergency Medical Technician Training Programs, Medical First Responders Programs, Other Anderson County Departments and Citizen Response Teams with the primary focus of assisting other agencies with various EMS Training needs as directed by the Anderson County EMS Director and/or Medical Director.

The CQI / Community Outreach Coordinator is responsible for the training of county employees, regardless of department assignment and citizens to ensure that the county has a skilled and trained workforce capable of providing initial medical response.

He/she interacts daily with all sections of the organization to assure that the education and training needs of Anderson County are being met. He/she develops, implements and coordinates educational programs, as approved by the EMS Director and/or Medical Director.

# **ANDERSON COUNTY EMERGENCY MEDICAL SERVICES**

## **JOB DESCRIPTION**

Community Outreach Coordinator (Continued)

The Community Outreach Coordinator maintains relations with ancillary agencies and training institutions to ensure training compliance and enhance the level of skill and training of all prehospital care providers, employees and citizens.

He/she is responsible for assisting in the performance improvement aspects of the agency and serves on the performance improvement committee. He/she will be involved in the completion of monthly quality performance reports to include; State, In-house, Hospital, and County reports as required.

He/she is directly responsible for ensuring compliance of other county departments with various Basic Life Support and Medical Responder Training Program.

### **DESCRIPTION OF DUTIES:**

- Directs and oversees education and training programs for county employees at basic life support levels with these aims: enhance their knowledge of county policies and procedures; enable them to develop the skills required to perform their jobs at the very best of their ability; give the county a trained workforce that can achieve its departmental objectives.
- Participates in the administration of the orientation process to ensure that new employees are educated in county policies and expectations along with performing appropriate evaluations to determine ability for continued employment.
- Ensures that all education and training programs offered by the department, or on behalf of the county, are well prepared and educationally sound.
- Develops and implements community education outreach programs to educate members of the community, as directed by the EMS Director.
- Assists with planning and coordination of EMS related education and training to the management and Medical Director's minimum acceptable standard. Ensure that sufficient educational opportunities are offered to Anderson County employees of the various departments.
- Analyzes the effectiveness of training and educational sessions; adjusts the programs as necessary.
- Responsible for the performance improvement aspects of the agency and serves on the performance improvement committee. Completes monthly quality performance reports to include; State, In-house, Hospital, and County reports required.
- Monitors and stays abreast of changes in national, state and local regulations regarding the clinical application of skills. Stays abreast of new technologies and latest techniques related to the overall EMS system.
- Conducts ongoing research to identify the newest techniques and processes to adapt.
- Selects and recommends the procurement of equipment and supplies for training programs.

## **ANDERSON COUNTY EMERGENCY MEDICAL SERVICES JOB DESCRIPTION**

Community Outreach Coordinator (Continued)

- Establishes short- and long-term goals, objectives, policies and procedures for employee education.
- Participates in the development of pre-hospital care protocols in cooperation with Medical Control authorities.
- Provides assistance to Anderson County Human Resources Department in the recruitment, hiring and retention of employees.
- Participates in the Performance Improvement program as directed by the EMS Director and/or Medical Director.
- Develop facilities and tools for the administration of educational sessions. Seeks and implements innovative techniques of presentation and facilitation.
- Assures the appropriateness, structure and course content of all agency educational and training offerings.
- Prepares and conducts classroom instruction on any county offering at any time.
- Interacts daily with all divisions and sections of the county to assure the county education and departmental objectives needs are being met.
- Coordinates remedial training programs. Oversees monitoring and evaluation of employees who are remediated and makes recommendations to department managers regarding the effectiveness of the remediation.
- Assists in the development of programs to train employees in safety and accident prevention; including updates on the latest methods of keeping internal accidents and hazards to a minimal level.
- Ensures the completeness of patient care and related reports to meet medical documentation standards.
- Performs chart audits on patient care and related reports consistent with Anderson County's performance improvement program.
- Assists in maintaining the system of medical audit and review to identify unacceptable or undesirable trends of performance.
- In consultation with the EMS Director, provides immediate coaching/counseling for problems identified in the medical review system.
- Responsible for generating timely statistical reports and utilization review.
- Other duties relating to this position as determined by the EMS Director.

# ANDERSON COUNTY EMERGENCY MEDICAL SERVICES JOB DESCRIPTION

Community Outreach Coordinator (Continued)

**PHYSICAL STRENGTH REQUIRED:**

1. Must be able to sit, stand, and/or walk for extended periods.
2. Ability to use a variety of Office Equipment.
3. Ability to lift a minimum of 10 lbs.

BODY MOVEMENT REQUIREMENT			
ACTION	NEVER	OCCASIONAL	CONSTANT
SIT			X
WALK			X
TALK			X
BEND		X	
REACH		X	
KNEEL		X	

**ENVIRONMENTAL CONDITIONS:** Typically, Office Environment. However, must be adaptive to work in all types of weather conditions, including, but not limited to, rain, snow, heat, etc.

Due to the uncontrolled environment in the field of emergency medical services, he/she may occasionally be subjected to predisposing themselves to be at risk for:

- A. Bodily Harm
- B. Exposure to Bloodborne Pathogens and other Potentially Infectious Materials (OPIM).

**KNOWLEDGE, SKILLS AND ABILITIES:**

1. Knowledge of clinical skills in basic and advanced life support.
2. Ability to exercise authority with logic and consistency.
3. Ability to objectively and accurately evaluate performance of subordinates.
4. Knowledge of matters of employee health, safety, and mindful of loss control.
5. Knowledge of local, regional, and state laws, rules, and regulations pertaining to EMS and ambulance operations.
6. Ability to delegate effectively.
7. Ability to communicate effectively.
8. Ability to administer discipline and counsel employees effectively to achieve a desired result.
9. Ability to remain calm under pressure.
10. Ability to make quick lifesaving decisions.
11. Ability to gain respect from others rather than demanding it.

## **ANDERSON COUNTY EMERGENCY MEDICAL SERVICES JOB DESCRIPTION**

Community Outreach Coordinator (Continued)

12. Ability to minimize stress by identifying problems before they occur and effectively dealing with stressful situations that do occur.
13. Basic computer literacy required.
14. Able to learn from on-the-job experiences and draw inferences from diverse sources.
15. Able to interpret instructions and understand implications using a broad background of knowledge and experience.
16. Able to draw inferences and set up effective solutions when unexpected problems arise on the job.
17. Able to plan and coordinate logistics in an efficient and cost-effective manner.
19. Able to communicate opinions, observations, and conclusions such that they are understood.
20. Ability to influence groups to both accomplish tasks and fulfill the needs of their members.
21. Intellectual versatility...Recognizing, exploring, and using a broad range of ideas and practices. Thinking logically and creatively without undue influence from personal biases.
22. Relationship versatility...Adjusting behavior in order to establish relationships across a broad range of people and groups.
23. Records and data management skill...Writes good reports and records data in an efficient and easily retrievable form.
24. Able to serve as an effective role model for subordinates.
25. Negotiation skill...Securing win-win agreements while successfully representing a special interest in a decision situation.
26. Objectives preparation skill...Preparing clear statements, which describe desired outputs.

### **SPECIAL REQUIREMENTS:**

1. AS degree or five years extensive teaching, education, and course development experience.
2. National and/or state certified EMT-Paramedic
3. Strong background in Operational aspects of Emergency Medical Services.
4. Current Advanced Cardiac Life Support certification (ACLS).
5. Current Basic Cardiac Life Support Certification (BCLS).

# **ANDERSON COUNTY EMERGENCY MEDICAL SERVICES JOB DESCRIPTION**

Community Outreach Coordinator (Continued)

6. Current Pediatric Advanced Life Support certification (PALS).
7. Must be flexible in work schedule to meet the demands of the county.
8. Must attend scheduled and called meetings as directed by the EMS Director.
9. Certified instructor in:
  - Emergency Medical Technician Instructor
  - CPR
  - Emergency Medical Care (Medical Responder).
  - Advanced Cardiac Life Support.
  - Pediatric Advanced Life Support and/or Prehospital Pediatric Life Support.
10. Must be available for recall 24 hours a day for emergency situations. Must be at a designated phone number or able to be contacted by cell phone (provided by the county). If you plan to be unreachable for more than 24 hours, must notify the EMS Director.

## **JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY:**

- The incumbent is expected to protect the privacy of all patient information in accordance with the County's privacy policies, procedures, practices, as required by federal and South Carolina law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with the County's policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment or association with Anderson County Emergency Medical Services.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete assigned job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other county operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding the County's policies and procedures on patient privacy and any observed practices in violation of that policy to the EMS Director and/or the Anderson County Attorney.
- The incumbent is expected to actively participate in County's privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with County policy.

## **EQUAL EMPLOYMENT OPPORTUNITY**

Anderson County is an Equal Opportunity Employer and welcomes applications from all qualified applicants. Anderson County does not discriminate on the basis of race, religion, sex, national origin, age, marital status, sexual orientation, medical condition or disability. Anderson County will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

# **ANDERSON COUNTY EMERGENCY MEDICAL SERVICES JOB DESCRIPTION**

Community Outreach Coordinator (Continued)

## **DRUG/ALCOHOL FREE WORK ENVIRONMENT:**

Anderson County maintains a Drug and Alcohol -Free Work Environment. In accordance with Anderson County EMS Policies & Procedures, employees are subject to Drug/Alcohol Screening as a condition of employment.

## **DISCLAIMER:**

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted, as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees, assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.