



Spirit Lake Tribe
P.O. Box 359
Fort Totten, North Dakota 58335
mkeo@spiritlakenation.com

| | | | |
|--------------------|-------------|--------------------|-------------------|
| Job Title: | EMS Manager | Open Date: | November 19, 2024 |
| SL Program: | EMS | Close Date: | December 3, 2024 |

This position is responsible for directing the day-to-day operations of the Spirit Lake Tribe (SLT) Emergency Medical Services (EMS).

Work is performed and duties are carried out in accordance with established policies and procedures.

Major Duties & Essential Functions:

- Directly supervises the day-to-day operation of the EMS department and its employees.
- Hires, trains, assigns, schedules, directs, supervises, evaluates, and disciplines employees.
- Maintains knowledge of the legal requirements and government reporting regulations affecting programs/functions and ensures that policies, procedures, and reporting comply.
- Develop the operating budget; allocate funds, control costs, and modify as needed.
- Supervise, direct, and evaluate staff by addressing employee concerns, directing work, disciplining as necessary, and conducting performance evaluations.
- Manage daily EMS operations, ensuring smooth and efficient service delivery.
- Organize workflow and staff schedules to optimize productivity.
- Approve timesheets and leave requests, maintaining accurate records.
- Oversee departmental training and quality assurance programs to ensure high standards of care and compliance.
- Manage billing activities, respond to patient billing inquiries, and resolve issues promptly.
- Investigate complaints or incidents related to EMS operations and take corrective action when necessary.
- Coordinate EMS activities with other departments or agencies, facilitating collaboration and communication.
- Respond to inquiries, complaints, and questions from the general public, patients, law enforcement, employees, and supervisors.
- Evaluate equipment and facility needs, including inventory management, ordering, and maintenance.
- Establish priorities for departmental needs and submit annual budget information and monthly expenditure reports. Monitor approved budget and control expenditures.
- Meet tight deadlines and ensure timely completion of tasks.

- Perform other related duties as assigned by the Director.
- Maintain confidentiality in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and other privacy regulations.
- Perform related duties as required.

Knowledge required at a level appropriate for this position:

- Knowledge of federal, state and local regulations affecting areas of responsibility.
- Knowledge of organization and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.
- Knowledge of professional, technical, and clinical aspects of contemporary EMS systems and services.
- Knowledge of current literature, modern methods, techniques and theories of EMS response systems.
- Knowledge of current regulatory and advisory guides, trends and developments in the area of EMS services.
- Knowledge of advanced budget preparation and administration principles and practices.
- Knowledge of the principles and practices of supervision, training, and performance evaluation.
- Knowledge of the Health Insurance Portability and Accountability Act (HIPAA).
- Knowledge of current EMS methods, techniques and theories.
- Knowledge of Basic and Advanced Life Support principles and practices.
- Knowledge of EMS equipment operation and maintenance principles.
- Knowledge of human anatomy, physiology and pathophysiology.
- Knowledge of pharmacology.
- Skill in employee management and supervision.
- Skill in the use of modern office equipment and computers.
- Skill in researching, analyzing, and evaluating new service delivery methods, procedures and techniques.
- Skill in preparing clear and precise administrative and financial reports.
- Skill in oral and written communication.
- Skill in interpersonal relations.

Physical demands/Work Environment:

The work is typically performed while intermittently sitting, standing or stooping. The employee frequently lifts light and occasionally heavy objects, uses tools or equipment requiring a high degree of dexterity, distinguishes between shades of color, and utilizes the sense of smell. The work is typically performed in an office, an ambulance, and at emergency scenes. Must be able to drive a motor vehicle.

The work involves moderate risks or discomforts that require special safety precautions, including exposure to contagious diseases. Employees may be required to use protective clothing, such as masks, gowns, coats, boots, goggles, gloves, or shields.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervisory and Management Responsibility:

This position is a first level supervisor and is responsible for the work performance of assigned employees. Supervisory responsibilities are carried out in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications, Experience and education required:

- Post-secondary education in health and social care, management, or systems.
- Demonstrated experience in line management, specifically at a head of service level, with responsibilities for managing people, resources, and public relations.
- Experience in service demand analysis and the development of strategic operational supply options.
- Demonstrative experience in leading high-performing teams, managing technology systems, balancing productivity optimization while providing equitable access to services, and in performance management.
- Possession of a current National Registry of Emergency Medical Technicians (NREMT). Preference of Paramedic certification with the ability to be licensed as a Paramedic in North Dakota.
- Experience demonstrating proficiency in ICT (Information and Communication Technology), especially Microsoft Windows software.
- Major Incident Medical Management (MIMMs) qualification or ability to achieve this within twelve (12) months of hire.
- Emergency Driving Qualification or ability to achieve this within twelve (12) months of hire.
- Possession of Advanced Cardiac Life Support (ACLS) certification.
- Possession of or ability to obtain NAEMT Pre-Hospital Trauma Life Support (PHTLS) basic certification (or equivalent) within two (2) year of hire.
- Possession of Pediatric Advanced Life Support (PALS), Auto Extrication, CPR Instructor and EMS Instructor certifications are preferred.
- Annual medical evaluation and possibly a mobility physical as required.
- Must participate in scheduled trainings.
- Must be able to work evenings, weekends, and holidays as needed, and respond to emergency calls within required timelines (within 1 minute during the day and 3 minutes at night).
- Compliance with HIPAA regulations.
- Must be drug and alcohol free and participate In drug/alcohol testing (pre-employment, baseline, and Random).

- Possession or ability to readily obtain a valid driver's license issued by the State of North Dakota with a clean driving record.
- Must be insurable under the Spirit Lake Tribe driving policy.
- Must successfully pass a criminal and background check, and a pre-employment drug screen.

| | | | |
|-----------------------------|-------------|--------------------------|-----------------------|
| Job Role: | EMS Manager | Company Industry: | Spirit Lake Tribe |
| Employment Status: | Full- time | Closing Date: | December 3, 2024 |
| Grade: | 18 | Supervision | SLHC Medical Director |
| Number of Vacancies: | 1 | Manages Others: | Yes |

Please Send Application to:

| | | | |
|------------------------------|---|-------------------------|--|
| Name: | Spirit Lake Human Resource Department | Email: | rcrosswhite@spiritlakenation.com or mkeo@spiritlakenation.com |
| Address: | P.O. Box 97 | State | North Dakota |
| City: | Fort Totten, North Dakota | Zip/Postal Code: | 58335 |
| Phone: | 701-381-0204 or 701-381-0361 | Fax: | 701-766-1272 |
| Application Procedure | Complete application/Completed resume/Application materials must clearly explain how experience and education are related to minimum qualifications and job duties. Copy of Credentials /License/Copy of college transcripts/copy of valid driver's license/Names, addresses, phone numbers and permission to contact three references/If seeking Indian Preference a copy of Tribal Enrollment must be attached/ If seeking Veteran's preference must include Form DD214/Authorization signature will be required for background check and drug testing. | | |