**Section 100 – Management & Administration**

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| General Rules & Administration - 100 | | | |
| S.O.P # 100.05 | **Duties and Responsibilities of Duty Officer** | | Page: 1 of 3 |
| EFFECTIVE: 10/14/2019 | | Authorized: Board of Directors | |
| REVISED: | |  | |

**100.05.01 Purpose**

The purpose of this SOP is to establish the requirements and list of duties and responsibilities for Duty Officers.

**100.05.02 Summary Position Description and Expectations**

The Duty Officer is responsible for the operation of JCEMSD during assigned shift. Duty officer coverage is accomplished through a scheduled rotation of qualified personnel. Qualified personnel include the Chief, Assistant Chief, Captains, and on a case by case basis select personnel who are qualified and approved by the Chief. When assigned to coverage, the Duty Officer is the primary contact for all JCEMSD issues or concerns that arise during the shift. During this time, the EMS Duty Officer is required to be able to respond to inquiries within fifteen minutes or sooner of notification. At least one Duty Officer is scheduled at all times. Should an unforeseen event occur and the scheduled Duty Officer is unable to fulfill his or her duty and has attempted to obtain coverage, the Chief or Assistant Chief is expected to fill in the shift responsibilities of the scheduled Duty Officer. The scheduled Duty Officer is expected to monitor, supervise, manage and lead department operations of emergency and non-emergency operations and to be available, On-Call via telephone to staff of JCEMSD. The Duty Officer performs related work as required or additional duties as assigned. In the absence of the Chief or Assistant Chief the Duty Officer assumes the responsibility and authority of the Chief or Assistant Chief.

**100.05.03 Elements of Performance and Standards**

* Provide supervision, monitor and as needed evaluate the activities of the shift to ensure efficient and effective delivery of JCEMSD emergency and non-emergency services.
* Coordinate the direction of assigned personnel including monitoring work assignments, evaluating performance, monitoring the schedule of personnel and maintaining discipline and control in order to provide effective utilization of human resources.
* As needed integrates operational activities with but not limited to Jefferson County Fire District #1, Jefferson County Sheriff’s Office, Madras Police Department, Oregon State Police, Frontier Dispatch, SCMC-Madras and mutual aid EMS agencies including Warm Springs Fire & Safety, Life Flight and Air Link.
* Prepares discipline or performance reports for the Chief or Assistant Chief.
* Acts as an integral part of the management team for the department.
* Competently directs operations at emergency and non-emergency scenes.
* Demonstrates knowledge of supervisory practices, including managing including leading volunteers in emergency and administrative activities.
* Utilizes leadership skills, including the application of policies and procedures related to discipline and morale.
* Effectively communicates orally and in writing.

**100.05.04 Knowledge-Skills-Abilities Required to Perform Satisfactorily**

1. Knowledge
   1. General knowledge of operational principles and techniques.
   2. Comprehensive knowledge of local and State emergency medical services principles, techniques, laws, regulations, and ordinances.
   3. Extensive knowledge of JCEMSD policies and procedures.
   4. Knowledge of management techniques specific for leading volunteers within a combination career, part time and volunteer organization.
   5. Knowledge emergency management and disaster planning techniques.
   6. Broad knowledge of regional EMS and health care system
   7. Knowledge of computer applications and software.
2. Skills
   1. Skill in assigning, organizing and coordinating the work of subordinates to carry out JCEMSD objectives and priorities.
   2. Skill in displaying leadership, initiative, ingenuity, and resourcefulness in work activities and in guiding subordinates.
   3. Skill in preparation of written reports and ability to instruct subordinates in the same.
   4. Skill in building relationships with other agencies and community organizations.
   5. Skill in managing career, part time and volunteer emergency services personnel.
   6. Skill in managing budgets (specific to assigned area) and equipment maintenance or inventory programs.
   7. Skill in managing major emergency incident scenes.
   8. Skill in evaluating and implementing new techniques in emergency medicine.
3. Abilities
   1. Ability to work with and support career, part time and volunteer emergency and administrative personnel in the accomplishment of their mission.
   2. Ability to deal effectively with citizens and employees under stressful, emotional and hazardous conditions.
   3. Ability to plan, program, coordinate and evaluate the activities of subordinates and administrative personnel involved in EMS or public safety activities.
   4. Ability to communicate effectively using verbal and written communications including reports, memos, correspondence and forms.
   5. Ability to apply written policies and procedures in practical situations.
   6. Ability to maintain good physical and mental condition and remain capable of performing all assigned duties.