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Massachusetts

## MassCareers Job Opportunities

### Job Description

#### **Clinical Coordinator of the Office of Emergency Medical Services (OEMS) - (2000060R) Description**

The Department of Public Health's (DPH) Office of Emergency Medical Services (OEMS) mission is to promote a statewide community-based emergency medical services (EMS) system that reduces premature death and disability from acute illness and injury through the coordination of local and regional EMS resources.

OEMS is responsible for overseeing all planning, coordinating, regulating and evaluating for the pre-hospital emergency medical care system. This includes setting the standards of care for EMS personnel through Statewide Treatment Protocols, as well as inspecting and licensing ambulance services, educating and certifying EMS personnel and investigating complaints and following up on serious incident reports. OEMS also oversees the mobile integrated health and community EMS programs.

OEMS is seeking an experienced EMS Coordinator to assess and advance the needs of the Commonwealth's population as well as advance the mission of the Bureau of Health Care Safety and Quality: To promote, preserve, and protect the health of everyone in the Commonwealth and to strive to achieve an optimal health care delivery system that ensures safe, effective, high-quality care for all.

The EMS Coordinator provides guidance to state employees and ambulance services regarding EMS clinical standards and Massachusetts Statewide Treatment Protocols. Working with the OEMS Medical Director, the Coordinator is primarily responsible for the maintenance and updating of the Statewide Treatment Protocols, as well as review of special project data submissions for accuracy, completeness and compliance.

#### **Duties & Responsibilities (this is a general summary and not all-inclusive):**

- Provides guidance to state employees and ambulance services regarding EMS clinical standards and Statewide Treatment Protocols.
- Responds to inquiries about Medical Control and Medical Direction in coordination with the OEMS Director and OEMS Medical Director.
- Functions as the clinical lead and outward facing spokesperson for OEMS clinical delivery, in coordination with the OEMS Medical Director.
- Investigates and drafts investigation reports regarding OEMS complaint cases involving complex clinical issues.

- Evaluates serious incident report submissions involving complex clinical issues.
  - In conjunction with the Medical Director, coordinates Statewide Treatment Protocol reviews and updates protocols.
  - Provides input and training suggestions regarding Community EMS and Mobile Integrated Health programs.
  - Acts as the OEMS liaison to the Emergency Medical Care Advisory Board (EMCAB) Medical Services Committee.
  - Assists in the analysis of clinical data to guide OEMS policy making.
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- Supports development and implementation of statewide quality improvement initiatives with the OEMS Director, the state EMS medical director and EMS regional councils.
  - Assesses and provides quality improvement strategies to improve practice and performance throughout the systems using community-based and consensus-building processes.

**Required Qualifications:**

- Ability to analyze and determine the applicability of program data, to draw conclusions, and to make appropriate recommendations.

**Preferred Qualifications:**

- At least 4 years' experience as a Paramedic working for an ambulance service.
- Demonstrated knowledge and experience with EMS programs and service delivery.
- Skilled in problem solving, consensus building, conflict resolution and team building.
- Current knowledge of principles and practices of EMS in Massachusetts.

**About the Department of Public Health:**

The mission of the Massachusetts Department of Public Health (DPH) is to prevent illness, injury, and premature death, to assure access to high quality public health and health care services, and to promote wellness and health equity for all people in the Commonwealth.

We envision a Commonwealth in which all people enjoy optimal health. Massachusetts ranks among the healthiest of states according to comparative analyses, but we face numerous challenges, including chronic and infectious disease, substance abuse, violence, preventable hospitalizations, and health disparities.

DPH coordinates programs and policies to address specific diseases and conditions and offer services to address the needs of vulnerable populations. We also develop, implement, promote, and enforce regulations and policies to assure that the conditions under which people live are most conducive to health and enable people to make healthy choices for themselves and their families. We license health professionals, healthcare facilities and a variety of businesses that impact public health. We operate the state laboratory and four public health hospitals. We monitor health status and manage vital records including births, marriages and deaths. We educate people about public health issues and work closely with local boards of health and community partners to identify and solve public health problems.

More information can be found at: [MA Department of Public Health](#)

**Total Compensation:**

As an employee of the Commonwealth of Massachusetts you are offered a great career opportunity influencing a wide-spectrum of services to the diverse

populations we serve - but it's more than a paycheck. The State's total compensation package features an outstanding set of employee benefits which you should consider towards your overall compensation, including:

- 75% state paid medical insurance premium
- Reasonable Dental and Vision Plans
- Flexible Spending Account and Dependent Care Assistance programs
- Low cost basic and optional life insurance
- Retirement Savings: State Employees' Pension and a Deferred Compensation 457(b) plan
- 11 paid holidays per year and competitive Sick, Vacation and Personal Time
- Tuition benefit for employee and spouse at state colleges and universities
- Short-Term Disability and Extended Illness program participation options
- Incentive-based Wellness Programs
- Professional Development and Continuing Education opportunities
- Qualified Employer for Public Service Student Loan Forgiveness Program

#### **Pre-Hire Process:**

A criminal background check will be completed on the recommended candidate as required by the regulations set forth by the Executive Office of Health and Human Services prior to the candidate being hired. For more information, please visit <http://www.mass.gov/hhs/cori>

Education, licensure and certifications will be verified in accordance with the Human Resources Division's Hiring Guidelines.

Education and license/certification information provided by the selected candidate(s) is subject to the Massachusetts Public Records Law and may be published on the Commonwealth's website.

For questions regarding this requisition, please contact Executive Office of Health and Human Services Human Resources at 1-800- 510-4122 Ext. #2.

#### **Qualifications**

**First consideration will be given to those applicants that apply within the first 14 days.**

#### **MINIMUM ENTRANCE REQUIREMENTS:**

Applicants must have at least (A) four years of full-time, or equivalent part-time, professional experience in the fields of health care or medical care in a recognized clinic, hospital or medical facility, and (B) of which at least two years must have been in an administrative, managerial or supervisory capacity, or (C) any equivalent combination of the required experience and he substitutions below.

#### **Substitutions:**

I. A Bachelor's degree with a major in health care administration, hospital administration or public health may be substituted for a maximum of two years of the required (A) experience.\*

II. A Graduate degree with a major in health care administration, hospital administration or public health may be substituted for a maximum of two years of the required (A) experience and one year of the required (B) experience.\*

\*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

NOTE: Educational substitutions will only be permitted for a maximum of three years of the required experience. Substitutions will be permitted for a maximum of one year of the required (B) experience.

SPECIAL REQUIREMENTS: Based on assignment, possession of a current and valid Massachusetts Motor Vehicle Operator's license may be required.

**An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.**

**Official Title:** Health Care Facility Spec II

**Primary Location** United States-Massachusetts-Marlborough - 67 Forest Street

**Job** Science

**Agency** Department of Public Health

**Schedule** Full-time

**Shift** Day

**Posting Date** Sep 22, 2020

**Number of Openings** 1

**Salary** 63,780.86 - 92,381.90 Yearly

**If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity**

**Officer / ADA Coordinator:** Nahomi Carlisle - 6176245471

**Bargaining Unit:** 06-NAGE - Professional Admin.

**Confidential:** No