



NORTHAMPTON COUNTY

Department of EMERGENCY MEDICAL SERVICES



STANDARD OPERATING GUIDELINES

TOPIC: Duty Supervisor Responsibilities	SOG #: 2.8.1
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Approved by: Hollye B. Carpenter	Adopted: 01/01/2013

PURPOSE

To outline the responsibilities, authority and accountability of the EMS Duty Supervisor, aka “Road Boss”

SCOPE

All department EMS personnel

CONTENT

Qualifications

- May be full-time, part-time or volunteer;
- Must be non-probationary employee/volunteer;
- Virginia certified EMT – Intermediate or EMT – Paramedic;
- Regionally sanctioned by the Tidewater EMS Council;
- Current in all required certifications for current level;
- IS-200;
- IS-800;
- ICS-300.

Authority

- The “Road Boss” shall act for and on behalf of the EMS Battalion Chief and EMS Director/Chief to insure the smooth and safe operation of NCEMS. The “Road Boss” is empowered to carry out the responsibilities listed below with the full faith and authority of the EMS Director/Chief and shall be held accountable for such.

Contact

- Shall be in possession of the “Road Boss’s” phone (757-695-0180) at all times, or have the calls forwarded to their personal phone.
- A turnover (pass down) report should occur, at shift change, preferably in person between “Road Bosses”.
- Should a “Road Boss” call out, the “Administrator on Call” shall be notified and calls forwarded as directed.



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Staff Management

- Ensure all EMS providers are on duty as scheduled.
- Personally back-fill shifts until filled with another available provider.
- Handle staff call outs, by filling shifts with any available career or volunteer provider(s).

- Communicate with EMS providers at shift change.
- Ensure a safe working environment for all EMS providers working on assigned shift.
- Shall interact with all staff on a daily basis, visiting stations and ensuring all SOGs are being adhered to.
- Complete special reports as necessary for any shift issues or notify the appropriate Captain, in writing, of any personnel matters.
- Maintain open communications with the "Administrator on Call", managing issues as they arise.

Call Response

- Shall know status of all crews throughout the shift; ensuring crews are clearing up and answering calls as necessary; responsible for shifting crews for adequate county coverage as necessary (Resource Management).
- Shall ensure QRVs and Ambulances are ready to respond at any time.

Use of Ambulance 31-1

- Ambulance 31-1 shall be utilized night and weekend shifts when a minimum crew of two (2) exists.
- Ambulance 31-1 may also be utilized during day shifts, as needed, when a minimum crew of two (2) is available.

Use of QRV

- The response of a QRV shall be contingent on call volume and as available:
 - Shall respond on all calls, particularly those with a critical nature, motor vehicle crashes and three (3) alarm fires shall take priority.
 - Shall consider need for launch of air ambulance based on dispatch info, call/patient volume and need.
 - Shall respond on other calls as requested by NCEMS staff.



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- As available, shall serve as a supplemental provider assisting in answering multiple dispatched calls.
- Shall serve as support to crew, not taking over call unless necessary.
- Response mode
 - If responding in “hot” mode (lights and/or sirens), dispatch shall be notified of response.
 - If responding in “stealth” mode (no lights or sirens), dispatch notification is at the discretion of the “Road Boss”.
 - If responding and “first” to a scene, dispatch shall be notified of “on scene” status.

On the Job Injury & Infectious Disease Exposure

- Shall ensure employee makes contact with the “Nurse on Call” and seeks appropriate medical treatment.
- Shall notify the “Administrator on Call” (Designated Officer) as soon as possible for further direction.

Daily Responsibilities

- Complete station duties as assigned in NCEMS SOG “Daily Station Duties”.
- Review current shift’s “Station Duty Checklist” and “Vehicle Checklist, noting any staff identified problems requiring correction or further attention.
- Complete other assignments delegated by EMS Battalion Chief and/or EMS Director/Chief.

Reporting of Shift Deficiencies

- It shall be the responsibility of the incoming “Road Boss” to report in writing, via email, to the EMS Battalion Chief any deficiencies in duties by the previous shift. This shall also include any staff identified problems documented on station checklists.