

# **Southern Region Emergency Medical Services Council, Inc.**

**Application Packet For**

## **TRAINING CENTER COORDINATOR**

**October 2019**

**SOUTHERN REGION**  
EMS COUNCIL, INC.



***Mission:***

*Improve the quality, availability and sustainability of emergency patient care*

## **THE ORGANIZATION**

**S**outhern Region Emergency Medical Services Council, Inc. (SREMSC) is a non-profit corporation established in 1975 to serve as a regional resource center for the emergency medical services system in southcentral and southwestern Alaska. We are celebrating our 42nd anniversary this year! Our mission is to "support, strengthen and promote the quality of the EMS system, integrating local emergency medical services into a regional and statewide system."

The region serves an area of 192,369 square miles, extending over a breadth of 2,000 miles from east to west. Parts of the region are closer to the Russian Far East than they are to Anchorage. The population resides in 132 communities ranging in size from less than 25 to 295,570. Two thirds of the communities do not have access to the rest of the state by road.

The region is served by 92 organized emergency medical services, 41 ambulance and 51 first responder services. Forty provide advanced life support. Nearly all of the region's EMS agencies rely on volunteers as their first response. Just six communities have full-time paid EMS providers, and even the paid services rely on a volunteer component.

The Region has 12 acute care hospitals ranging in size from 15 to 341 beds. Anchorage is the tertiary care center for the state, and in Anchorage there are two private hospitals, an Indian Health Service hospital and an Air Force facility. Another regional hospital is located 25 miles to the north. There are two Level 2 Trauma Centers in Anchorage, one Pediatric Level 2 Trauma Center in Anchorage and 7 Level IV Trauma Centers in the Region.

Fixed and rotor-wing medevac providers, as well as military search and rescue operations provide services within the Region.

The SREMSC is governed by a 21-member Board of Directors from across the Region. The Board meets three times a year to develop program plans and policy. The central office is located in Anchorage and consists of seven full-time and three part-time staff, with one other staff member working full-time from an office on the Kenai Peninsula. Additionally, local coordination and training is provided to the remote parts of the Region through six subarea contracts.

The program is funded in large part by a grant from the Section of Rural and Community Health Systems, State Emergency Medical Services Office, Division of Public Health, Alaska Department of Health and Social Services. A substantial portion of the budget is generated from fees for training, conferences, American Heart Association training center operation, rental of equipment, and sales of books and materials.

The Region coordinates a large capital equipment funding initiative known as Code Blue, which brings together local, state, federal and private funds to purchase essential EMS equipment for rural emergency medical services. Other small state and federal grants and contracts provide the opportunity to do special projects of short duration.

The Region is a resource agency serving a wide variety of needs. That role has many components. Training emergency care providers and instructors is one of the most important. The central office conducts all levels of EMS training, from entry level to advanced, offering continuing education classes on many topics, and refreshers to maintain certification. We specialize in training instructors at all levels. The nine subregions within the Southern Region

focus on providing ETT and EMT classes as well as other courses, including first aid and CPR for residents of the towns and villages in their areas.

Our agency is responsible for coordinating State EMS examinations in the Region, and often assists other regions as well. The agency maintains a large stock of EMS equipment, a DVD rental library and is a primary source of manikins and materials for CPR, First Aid, ACLS and PALS training. Furthermore, the central office staff coordinates the local logistics of the annual Alaska EMS Symposium, which is one of the largest conferences held in Alaska.

Staff members are active on local and statewide policy development committees including the State Training Committee, the American Heart Association, Code Blue, State EMS Directors and Coordinators, and many other specialty committees and organizations.

The Region has a public information and education program. This includes publishing *LifeLines*, a newsletter for the providers in the Region; developing radio PSAs on safety related projects; providing ad copy for local services to place in their town newspapers and doing press releases for the major activities of the organization.

Other programmatic activities of the organization include providing administrative support for the Alaska Comfort One program; providing advice and resources to the EMS agencies regarding purchase of ambulances, radios and medical equipment; doing general management consulting for the services; providing Minigrants, scholarships, and equipment funding assistance to many EMS providers and agencies; conducting community technical assistance reviews, coordinating the Code Blue activities for the Region, and general problem solving with the individual services and communities.

## **THE TEAM**

The regional office is staffed by a dedicated group of skilled professionals. All of the nine outlying subarea offices have EMS Coordinators and trainers who work closely with our program. The central office is staffed as follows:

The ***Executive Director (ED)*** is the chief administrative officer. The ED is responsible for implementing all programs, planning new programs, assuring fiscal responsibility, representing the agency to the public, providing leadership for improving the EMS system in the Region, collaborating with the State and regional EMS programs, grant writing, reporting and compliance, supervising staff, monitoring contracts and providing technical assistance to the EMS agencies in the Region.

The ***Finance Manager (FM)*** maintains the financial systems, including the computerized accounting system, budgets, contract management and grant reporting. This position supervises the Accounting Assistant.

The ***Accounting Assistant (AccA)*** is a part-time position that serves as the primary support for the Finance Manager and works under their direct supervision.

The ***Regional Training Manager (RTM)*** provides oversight for the Regional training program, is the primary instructor-trainer in the agency, and works on an assortment of statewide projects. In addition, the RTM supervises the Education Programs Coordinator, the Conference and Testing Coordinator, the Training Center Coordinator and the Resource Coordinator, plans the EMS Symposium educational offerings and other aspects of the conference, develops training curricula and works to implement Region-wide training programs.

The ***Education Programs Coordinator (EPC)*** is responsible for both in-house and outreach continuing education classes, curriculum development, physician sponsor liaison projects, assists with EMS Symposium planning and development and other education related aspects.

The ***Conference and Testing Coordinator*** handles coordination of Certifying Officers, EMT testing, and conference coordination for the Alaska EMS Symposium. This person has been with Southern Region for 32 years.

The ***Training Center Coordinator (TCC)*** manages and markets the activities of the AHA Training Center.

The ***EMS Resource Coordinator (RC)*** is responsible for the capital and training equipment at SREMSC, the DVD and CME library, the equipment rental program, obtaining bid quotes on new equipment and equipment and supply purchasing, classroom maintenance as well as serving in a busy role as expeditor.

The ***Media Specialist*** fills a half-time position, serves as the media coordinator, maintains the SREMSC website and our social media presence, works on special projects for staff, is the Region's photographer and maintains the photo library. This individual handles the many public information tasks including press releases and news stories, is the editor of *LifeLines*, and provides media attention to Regional and EMS related events.

The ***Administrative Assistant (AA)*** provides administrative support to the Executive Director, staff and Board of Directors, coordinates the Alaska Comfort One program, assists with AR and AP, and works under the direct supervision of the Executive Director.

The ***Kenai Peninsula EMS Coordinator*** works under the direction of the Executive Director and works closely with the Kenai Peninsula Emergency Services (KPESI). The Coordinator is responsible for the administrative tasks of KPESI, development of peninsula area recruitment/retention and funding strategies and coordinating subarea resources to the greatest extent possible. This person also serves as the regional AURORA Coordinator for the State web-based EMS data project. This position works from a home office located on the Kenai Peninsula.

## **THE POSITION:**

### **SUMMARY OF RESPONSIBILITIES**

Under the supervision of the Regional Training Manager, coordinates all aspects of the American Heart Association (AHA) Training Center activities including program marketing, contract instructors, contracting, instructing courses, and provides administrative and clerical support to other SREMSC staff and program aspects as needed. This position may require working occasional evenings or weekends for course instruction when necessary. Some travel may be required to perform site visits and instructor monitoring.

### **DESCRIPTION OF DUTIES**

- Coordinate all aspects of the AHA Training Center contract, including supporting the AHA training network, processing course rosters, issuance of cards, maintenance of database, records and inventory, submission of AHA Training Center reports and assisting instructors and potential students.
- Perform all AHA duties in a manner consistent with the current AHA Program Administration Manual (PAM). Maintain and update all AHA Instructor files, comply with all policies and procedures of the AHA.
- Maintain substantial working knowledge for the details of the AHA Training Center in relation to the AHA program administration manual, ensuring the ability to answer program questions and identify issues as they arise.
- Maintain and update all AHA Instructor files, complying with all policies and procedures of the American Heart Association.
- Contract with and oversee SREMSC AHA Training Sites. This includes bi-annual site reviews and evaluations.
- Market and contract AHA courses (BLS, Heartsaver, PALS, and ACLS, etc.) to community businesses and maintain related contracts.
- Maintain an AHA Basic Life Support Health Care Provider level instructor card. If eligible, additionally become a PALS and ACLS instructor.
- Teach AHA classes and perform skills checks as scheduling and instructor qualifications permit.
- Contract with instructors to teach in-house and external AHA courses as needed.
- Enter scheduled AHA classes in Enrollware and assign job codes for classes. Work with Resource Coordinator to have scheduled AHA classes posted on the website.
- Maintain all SREMSC AHA course files in hard copy and E-file and provide to the Regional Training Manager for review.
- Serve as Training Center Faculty in BLS and as qualifications permit -ACLS and PALS.
- Work with the Training Department to maintain AHA related training equipment, supplies and post course cleaning of equipment and supplies.
- Attend scheduled AHA meetings.
- Invoice billable services, process payments, write sales orders and purchase orders, maintain incoming and outgoing AHA inventory ensuring that outgoing materials are invoiced in a timely manner using the appropriate accounting system software.
- Maintain an inventory of AHA program materials and AHA resale items - (Books, cards, etc.), order and receive program materials from vendors as needed and process AHA resale orders. Perform a regular inventory of AHA resale stock.
- Provide back-up clerical and administrative duties for other staff members as needed. Answers phones and assists customers when needed to maintain office coverage.

- Provide back-up staffing to the Resource Coordinator for expediting, errands and purchasing as needed.
- Maintain the integrity, confidentiality and security of all employment related materials.
- Maintain the security of all aspects of the State of Alaska EMT examinations and testing processes.
- Know how to perform opening and closing of the office per established procedures.
- Perform effective use of various computer applications and software to perform assigned work and special projects, such as Microsoft Office applications, Enrollware, accounting software (Peachtree), GoToMeeting, etc.
- Maintain all certification and licenses required for this position.
- Maintain a positive work atmosphere through effective interactions and communication with co-workers, customers, and management.
- Other special projects and duties as assigned.

#### **MINIMUM QUALIFICATIONS AND ABILITIES**

- Minimum High School Diploma or equivalent required. Associates or Bachelor's degree desired but not required.
- Current AHA-BLS Instructor certification or eligible to become an AHA Instructor within one year of hire.
- AHA Instructor experience preferred but not required.
- Three years at levels of increasing responsibility in administrative office work.
- Knowledge of and experience with Microsoft Office to include Access, Word, Excel SharePoint and Outlook. Knowledge of web-based applications such as Enrollware.
- Effective interpersonal skills to work in a small office environment.
- Strong interpersonal and communication skills, both oral and written.
- Strong customer service orientation.
- Ability to establish positive working relationships with diverse groups and individuals.
- Attention to detail is essential.
- Valid Alaska driver's license with clean driving record.
- Ability to pass background and past employment screening.

#### **PHYSICAL REQUIREMENTS/WORKING CONDITIONS:**

Full description provided upon request.

## **COMPENSATION**

This is a full-time non-exempt position based on 37.5 hours per week. The starting salary range for this non-exempt position is \$18.61 per hour plus benefits based on the successful candidate's experience and fit to the unique needs of the Region. Following a successful probation period of up to six months, a merit increase may be awarded with annual merit increases based on job performance.

Benefits include medical, dental, vision, life and AD&D insurance for the employee. Dental and vision insurance are also available for dependents. Medical insurance is available for dependents, but the employee is responsible for dependent coverage – SREMSC is unable to cover dependent health care costs. Life insurance is provided for all employees at no cost to the employee. Other benefits apply.

Personal Leave / Paid Time Off accrual is as follows: < 3 years 4.5 per pay period, 117.0 per year; 3-6 years 6.0 per pay period, 156.0 hours per year; and > 6 years 7.5 per pay period, 195.0 per year.

In addition, there are paid holidays as outlined in the Personnel Policies.

The agency sponsors a 403 (b) salary reduction and Roth retirement plan to which employees may contribute. After one year of employment, there is a 3% employer base contribution and a 2% employer match contribution. Appropriate educational expenses may be reimbursed by the agency.

## **APPLICANT INSTRUCTIONS**

If you are interested in applying for this position, you must submit the following.

- Cover letter describing why you are interested in this position. Be sure to address the needs described in this packet if they are not included in your resume.
- A resume of your education and experience. For each place that you worked or volunteered please include the name of the supervisor, your starting and ending salary, and a telephone number. You may limit this to the last 10 years.
- A list of **five** references including name, relationship to you, mailing address and telephone number(s). Please note the best time of day to contact each person.
- A signed waiver of liability (enclosed).

### **SEND THE COMPLETED PACKET TO:**

Mail: Pat Vincent, Regional Training Manager  
Southern Region EMS Council, Inc.  
6130 Tuttle Place, Suite B

Anchorage AK 99507-7102  
Email: [pvincent@sremsc.org](mailto:pvincent@sremsc.org)  
Fax: (907) 562-9893

Questions regarding the process or position should be directed to Patricia Vincent [pvincent@sremsc.org](mailto:pvincent@sremsc.org), Julie Pannone [jpannone@sremsc.org](mailto:jpannone@sremsc.org) or by calling (907) 562-6449.

Additional information about Southern Region EMS Council, Inc. can be found on our website at [www.sremsc.org](http://www.sremsc.org)

Resumes will be accepted, and the position will remain open until the position is filled. Interested individuals are encouraged to apply at the earliest possible date.

(Rev 10/25/2019)

**SOUTHERN REGION EMS COUNCIL, INC.**  
6130 TUTTLE PLACE, SUITE B ANCHORAGE, AK 99507  
(907) 562-6449

## **APPLICATION AGREEMENT AND WAIVER OF LIABILITY**



I, \_\_\_\_\_, the undersigned, am submitting an application to Southern Region Emergency Medical Services Council, Inc., for the position of Training Center Coordinator.

I authorize Southern Region Emergency Medical Services Council, Inc., to contact the references that I have provided, as well as any other person who knows of my professional abilities and accomplishments.

Furthermore, I authorize any person that Southern Region Emergency Medical Services Council, Inc., contacts by telephone, to truthfully and completely answer all questions posed to them about my job performance, my professional knowledge and abilities, my interpersonal skills on the job and the conditions under which I may have left that employment.

I further agree to hold harmless any person who is contacted by the Southern Region Emergency Medical Services Council, Inc., from any legal liability arising out of anything they may say at that time regarding my job performance, my professional knowledge and abilities, my interpersonal skills on the job and the conditions under which I may have left that employment.

I understand that if I become a finalist for this position Southern Region Emergency Medical Services Council, Inc., may be conducting a criminal background check, and authorize them to conduct that check with my full consent.

I also agree to hold harmless Southern Region Emergency Medical Services Council, Inc., the Directors, the employees, or any person chosen to participate in the assessment of my suitability for this position, from any liability which may arise as a result of their participation in this search process.

Finally, I agree that if I am offered the position and I turn it down, I will forgo any reimbursement, which may be due to me for travel to the final interview and/or test.

\_\_\_\_\_  
Signed Date

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Phone