



Classification Description

Job Title: Director, Emergency Services

Pay Grade: 119

Job Code: 4024

FLSA Status: Exempt

Job Purpose

The Director, Emergency Services serves as the program administrator of designated certificate and associate degree programs within the School of Health Professions. This includes current academic programs as well as any additional academic programs that may emerge. Work includes planning, implementing, directing, and evaluation of effective and efficient instructional systems within available resources, consistent with regional and program accreditation standards, Federal and State statutes, and the College mission.

General Responsibilities

Essential Functions

Provides instructional support, as assigned, in the delivery of didactic, clinical, laboratory, and simulation education to certificate and AS Emergency Services programs in the School of Health Professions.

Teaches one (1) course per semester (Fall and Spring) in area of expertise/credentialing, up to three (3) semester hours per course, as assigned by the supervisor.

Ensures the effectiveness of all course offerings, activities and services and their responsiveness to the needs of culturally diverse communities.

Provides an effective and efficient system for assessment, delivery, and evaluation of program courses; monitors the instructional delivery system and provides guidance for the improvement of instructional quality.

Assists in the coordination of student learning experiences and provides guidance to students to ensure retention and student success.

Compiles measurable outcomes of program effectiveness and student success.

Actively support innovation, student-centered learning strategies, and the use of technology within learning environments.

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Establishes and interprets program policies and procedures consistent with College instructional policies.

Establishes Emergency Services' program goals and objectives in cooperation with the Senior Director, Health Professions and Simulation, Dean, program advisory committees, if applicable, and/or other program faculty/administrators.

Provides an effective organization through the hiring, training, evaluation, and motivation of Emergency Services programs instructional and support employees. Develops and maintains an organizational structure that ensures effective and efficient program operations and student learning outcomes.

Provides an effective communication system within the programs and with associated external agencies, community groups or other related organizations to foster the exchange of ideas, while providing opportunities for all program personnel to participate in developing recommendations to enhance the assigned programs.

Participates in the development and administration of the Emergency Services' budgets; forecasts and recommends funds needed for staffing, equipment, and supplies; monitors and recommends approval of expenditures.

Facilitates recruiting of prospective students who demonstrate an interest; creates and manages recruitment events as appropriate for the program.

Facilitates security and maintenance of equipment assigned to the programs.

Provides accurate and timely information for the printing and publication of class schedules, programs recruitment brochures, information/application packets, and the College catalog.

Participates in College, advisory, and program/instruction committees, campus activities, and representation of the College in the community.

Ensures inter-disciplinary and trans-disciplinary communication pathways are maintained and fostered.

Maintains and develops strong, intentional partnerships with appropriate community stakeholders in support of program development and College improvement.

Maintains continued program accreditation status with SACS and other appropriate program accrediting agencies; manages and accepts responsibility for the outcome of future accreditation/reaccreditation processes.

Performs other duties as assigned.

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These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree or higher in a relevant field from an accredited institution of higher education.

Two (2) years of administrative or supervisory experience.

Experience with national, regional, and state accreditations, i.e., SACS-COC and CoAEMSP.

Budgeting experience.

Proven ability to manage and motivate professionals as a cohesive team.

Knowledge of assessment in educational programs in higher education.

Evidence of a career that includes a strong work ethic with a proven track record of project completion, multi-tasking, and the ability to handle high-pressure environments.

Experience in associated emergency services.

Current and demonstrated knowledge of FDOH laws, rules, and regulations.

Current unencumbered licensed EMT, Paramedic, Firefighter, or related field.

Personal and educational philosophy compatible with the mission, goals, and objectives of Florida SouthWestern State College.

Demonstrated competency in computer applications.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.

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- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: April 18, 2022. Revised: July 1, 2023.