



## Classification Description

---

**Job Title:** Program Manager, EMS

**Pay Grade:** 119

**Job Code:** 4046

**FLSA Status:** Exempt

### **Job Purpose**

The Program Manager, Emergency Services is responsible for the administration, organization, and supervision of the Emergency Medical Technician and Paramedic Program. Work includes continuous quality review and improvement of the educational programs. This position directs and delegates education-related tasks to Program Coordinators and all instructional staff, ensures program effectiveness through instruction and instructional support, and implements educational initiatives within the School of Health Professions. Work may be scheduled and performed at all FSW campuses.

### **General Responsibilities**

#### **Essential Functions**

Maintains continued program accreditation status with SACSCOC and the appropriate program accrediting agencies (COAEMSP); manages and accepts responsibility for the outcome of future accreditation/reaccreditation processes.

Demonstrates frequent cooperative involvement with the medical director.

Responsible for maintaining accurate and timely records of student attendance, academic grades, progress, and terminal competency compliance.

In collaboration with administration and program personnel, provides an effective and efficient system for program records, documentation, program assessment, delivery, and evaluation of program courses, outcomes, and goals.

Coordinates the schedule of clinical instructors, adjunct faculty, and clinical associates; provides guidance and direction on proper evaluative and instructional techniques.

Coordinates with instructional staff to conduct one-on-one student advisement/counseling, course-specific student academic remediation, and student coaching/tutoring. While overseeing the affective evaluation process.

## PROGRAM MANAGER, EMS

Ensures compliance with educational standards and regulations through monitoring and guidance of all instructional staff.

Provides training for new hires and conducts classroom observations to deliver feedback, while mentoring instructional staff through structured onboarding and ongoing support to enhance teaching effectiveness.

Communicates with Director, Emergency Services regarding students at risk.

Participates actively in program curriculum planning and development while ensuring the achievement of program goals, and curriculum alignment with the latest edition of the National EMS Education Standards.

Develops, schedules, and ensures instruction at the clinical and field affiliate sites aligns with didactic and laboratory courses of instruction and that all students receive adequate programmatic and technical instruction, exposure, and experience.

Oversees and maintains all records required by accreditation that must include, but are not limited to, student records, national or state credentialing examination(s) performance, programmatic retention/attrition, graduate satisfaction, employer satisfaction, job placement, and programmatic summative measures.

Teaches didactic and hands-on/lab components of an assigned course(s) or program according to the National Emergency Medical Services Educational Standards curriculum and the course and program objectives as needed.

Provides effective orientation/training and supervision of clinical and field preceptors. Visits clinical and field sites to ensure uniform and consistent practice within accreditation guidelines.

Supervises the evaluation of student clinical performance in the cognitive, affective, and psychomotor domains of learning; communicates regularly with the Director regarding student performance and curriculum issues.

Oversees and coordinates laboratory supply inventory and equipment needs, while communicating with the Director to plan, prioritize, and place supply orders in alignment with departmental needs.

Participates in departmental, committee, and other College meetings; attends local, state, and regional meetings to support the development of assigned programs.

Performs other duties as assigned.

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 perform the essential functions of this job with or without reasonable accommodation.

## PROGRAM MANAGER, EMS

### Knowledge, Skills and Abilities

#### Minimum Qualifications

Baccalaureate degree from a regionally accredited institution of higher education.

Current Florida licensure in good standing as a paramedic.

Two (2) years of teaching experience as a Level B instructor as outlined in 64J-1.0201.

Four (4) years of full-time professional work experience in the prehospital environment with an Advanced Life Support (ALS) Provider.

Must be able to work a flexible schedule that may include evening and weekend assignments.

Ability to independently travel to all FSW campuses in Lee, Charlotte, and Collier counties and other locations for College business.

A demonstrated in-depth knowledge of methods of instruction, testing and evaluation of students.

Be knowledgeable about the current versions of the National EMS Scope of Practice and National EMS Education Standards, and evidenced-informed clinical practice.

Demonstrated experience using instructional technology, computers, and software applications.

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.
- 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: September 13, 2022. Revised: July 1, 2023; and October 29, 2024.