



Ludlow Vermont Fire Department and Ambulance Service



Job Description

Title: Deputy Chief of EMS

Department: Ludlow Ambulance Service

Nature of Work

The Deputy Chief of EMS is a senior leadership position responsible for the oversight, coordination, and quality management of all clinical operations, billing functions, and EMS programs for the Ludlow Ambulance Service. This position plays a critical role in ensuring high-quality patient care, regulatory compliance, provider readiness, and continuous improvement across the EMS system.

Primary responsibilities include staff orientation and training; quality assurance and quality improvement (QA/QI); certification and credentialing of personnel; coordination of EMS education and preceptorship programs; oversight of clinical equipment, supplies, and controlled substances; administration of billing and subscription programs; and serving as the primary point of contact for clinical EMS matters.

The Deputy Chief of EMS serves as a liaison to hospitals, EMS District #11, training institutions, vendors, and regulatory agencies, and represents the Ludlow Ambulance Service at district and state meetings as assigned. The position may respond to incidents as required and provides advanced patient care consistent with licensure, departmental needs, and operational priorities.

Compensation

Wages: Salaried position, **\$75,000–\$90,000 annually**, commensurate with experience and certifications

Work Schedule

- Five (5) 8-hour shifts **or** four (4) 10-hour shifts
- Evenings, weekends, and on-call response as operationally required

Supervision

Supervision Received:

Receives direct supervision from the Fire and Ambulance Chief.

Supervision Exercised:

Exercises supervision over Ludlow Ambulance Service personnel for clinical operations and other duties as delegated by the Chief.

Essential Responsibilities

Clinical Operations & Patient Care

- Provide patient care in accordance with Vermont Statewide Treatment Protocols, applicable standards of care, departmental clinical policies, and Ludlow Ambulance Service SOGs.
- Manage and oversee employee scheduling for EMS operations.
- Respond to medical emergencies and provide advanced paramedic-level care when requested or operationally necessary.

Training, Education, & Credentialing

- Coordinate, instruct, and oversee EMS continuing education programs to ensure compliance with state and national credentialing requirements.
- Assist personnel in meeting minimum educational and certification requirements for state and national licensure.
- Serve as coordinator and preceptor for VEFR, EMR, EMT, AEMT, and Paramedic students.
- Coordinate and oversee clinical orientation and onboarding for new hires, including required systems access and documentation.

Quality Assurance / Quality Improvement

- Administer and oversee the QA/QI program for all provider levels, ensuring continuous improvement in clinical performance.
- Identify trends, deficiencies, or performance gaps and implement corrective actions and remedial training in coordination with the Chief.

Regulatory Compliance & Administration

- Coordinate annual ambulance relicensing and biannual Vermont EMS inspections to ensure regulatory compliance.
- Assist personnel in meeting EMS District #11 requirements.
- Develop, review, and update EMS SOGs and policies in collaboration with the Chief and designated staff.

Liaison & Representation

- Serve as liaison with hospitals, EMS agencies, insurance providers, training institutions, equipment vendors, EMS District #11, and state and local agencies.
- Represent the Ludlow Ambulance Service at EMS District #11 Board meetings.
- Represent the Ludlow Ambulance Service at State of Vermont EMS Advisory Committee meetings as assigned.

Equipment, Supplies, & Controlled Substances

- Oversee maintenance, readiness, and inventory of clinical equipment.
- Ensure adequate medical supplies for apparatus and responders.
- Assist in the evaluation and selection of medical equipment and supplies.
- Maintain the controlled substance vault and tracking systems in accordance with departmental policy.
- Develop and maintain a controlled substance diversion prevention program in compliance with Department of Justice and Drug Enforcement Administration regulations.

Billing & Programs

- Oversee patient billing operations in coordination with Comstar and hospital partners, including documentation review, hardship requests, collections lists, and rate administration.
- Manage the Ludlow Ambulance Subscription Service.
- Serve as Department Administrator for the Ludlow Ambulance Service SIREN program.

Community & Special Programs

- Serve as liaison to the Ludlow Ambulance Service–affiliated AHA Training Center and ensure compliance with AHA equipment, instructor, and program requirements.
 - Coordinate AHA training, certifications, and recertifications for municipal personnel, the public, and private organizations.
 - Develop and deliver public education and community risk-reduction programs.
 - Develop and oversee critical care transport services as approved by the Chief.
 - Collaborate with the Chief and Town Grant Administrator on grant-funded projects and initiatives.
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Non-Essential Duties

The duties listed above are representative of the work performed. The omission of specific tasks does not exclude similar, related, or logically assigned responsibilities consistent with the position.

Competencies Needed

Any combination of relevant education, professional experience, volunteer service, and transferable skills may be considered qualifying unless otherwise stated.

Minimum Requirements

- Current National Registry and/or Vermont Paramedic certification
 - Valid ACLS and PALS certifications
 - Valid BLS CPR certification
 - High school diploma or GED
 - Valid Vermont driver's license
 - Minimum of five (5) years of EMS field experience
 - Demonstrated supervisory and/or management experience in fire and/or EMS
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Preferred Qualifications

- FP-C or CCP-C certification
 - Vermont Pro-Board Firefighter I and II certification
 - AHA CPR/First Aid Instructor certification
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Knowledge, Skills, & Abilities

- Ability to communicate clearly and effectively, both orally and in writing
 - Ability to think critically and act decisively in the interest of public safety
 - Ability to manage time, priorities, and multiple responsibilities
 - Ability to maintain confidentiality and handle sensitive information
 - Ability to work independently with minimal supervision
 - Ability to establish and maintain effective working relationships with staff, partner agencies, and the public
 - Demonstrated commitment to diversity, equity, inclusion, and cultural competency through training and professional development
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Work Environment

Work is performed indoors and outdoors in all weather conditions. The incumbent may be exposed to hazardous conditions, including emergency scenes, fire environments, hazardous materials, accidents, and other dangerous situations. The position requires the ability to work under pressure, communicate effectively, function as part of a team, and perform physically demanding tasks in hazardous environments. Evening and weekend work is required.

Selection Process

Candidates must successfully complete:

- Oral board interview
- Practical examination

- Comprehensive background investigation, including motor vehicle and criminal history review
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Compensation & Benefits

- Salary commensurate with experience and certification level
- Comprehensive benefits package, including:
 - 100% Town-paid health, dental, life, and disability insurance
 - Retirement through the Vermont Municipal Employees' Retirement System (VMERS), Plan D (employee and employer contributions)