



AMERICAN MEDICAL RESPONSE POSITION DESCRIPTION

JOB TITLE: CES Training Specialist

DEPARTMENT: Clinical & Educational Services, Santa Clara

REPORTS TO: Santa Clara CES Specialist

SUMMARY: Under the supervision of the CES Specialist in Santa Clara, the CES Training Specialist will be responsible for developing and conducting required training programs for out-of-hospital employees of Santa Clara County.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

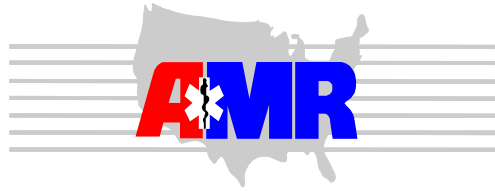
Training Component:

- Formulates teaching outline and determines instructional methods such as individual training, group instruction, lectures, demonstrations, conferences, meetings, and workshops.
- Organizes, creates and updates training manuals and documents.
- Develops and/or utilizes teaching aids such as training handbooks, demonstration models, multimedia visual aids, computer tutorials, and reference works.
- Conducts training sessions covering specified areas such as new employee orientation, Corporate Academy hazardous materials, infection control, illness and injury prevention, safety, documentation, internship and precepting, ACLS, PALS, PEPP, BTLS, ITLS/PHTLS/BTLS, CPR, MCI, CBIT, OSHA, HIPAA, corporate compliance, code of conduct, health and safety practices, public relations, refresher and upgrade training.
- Measures progress and evaluates effectiveness of training programs.
- Monitors progress of employees during training periods.
- Processes Continuing Education certificates of completed training.
- Updates Rig Checkout/minimum equipment lists for BLS and ALS.

Coordinator Component:

- Plans, coordinates & directs Clinical Quality Improvement activities.
- Manages database programs such as Virtual Solution Manager, MEDS (some counties) and Equip. (some counties).
- Liaison with local agencies and departments.
- Manages Clinical Investigations and Safety and Risk reporting.
- Works with AMR and EMS Medical Directors to create, maintain and update clinical policy and protocol.

The statements in this document are intended to describe the general nature and level of work performed by individuals assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. This document in no way constitutes a contract of employment. American Medical Response reserves the right to modify position descriptions, policies, or any other procedural documents at any time, for any reason, without prior notice.



AMERICAN MEDICAL RESPONSE WEST

NORTHERN CALIFORNIA DIVISION EMPLOYMENT POSTING

INTERNAL JOB POSTING:

CES Administrative Assistant Santa Clara County

Posting Date: May 1, 2008

Location: San Jose, California

Reports to: CES Manager

Status: Non-Exempt

Closing Date: May 16, 2008

SUMMARY: Reporting to the CES Manager, the CES AA will be responsible for the auditing of all Patient Care Reports, QA/QI Investigation support and generating reports as necessary for the local CES department. The CES AA will also provide administrative support with respect to data entry, file maintenance and printing with strict adherence to confidentiality; responsible for ensuring the efficiency and timely submission of requests and projects on a daily basis to the CES Manager and members of the staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Prepare spreadsheets, graphs and other information as requested by staff.
- Review and clinically audit ALS Patient Care Reports for CPI/EQUIP.
- Generate monthly and quarterly reports of audit findings with statistical analysis.
- Maintain organized filing system and create new files as needed. Maintain various confidential legal and everyday work files and other records.
- Track and enter information on database and provide reports as required.
- Type a wide variety of documents including memos, letters, proposals, reports, etc.
- Manage various assigned projects, incidents or inquiries, which may include tracking, research, compiling information, data entry, and recommending actions.
- Coordinate various meetings, classes, and interviews, including scheduling, creating agendas, contacting attendees, taking minutes, and preparation.
- Communicate in written and verbal form with all levels of management, employees within the organization and corporate office.
- Develop and maintain necessary relational databases and provide reports as required.

- Type, photocopy or arrange for printing as needed, a wide variety of documents including memos, letters, proposals, reports, manuals, etc.
- Track and report status of a variety of processes, including training vouchers, CES equipment and CEU's.
- Assist operations in the development of systems that encourage feedback from crews regarding barriers in service and training.
- Provide weekly updates on Programs status.
- Estimates time required to accomplish programs.
- Determines if program requires creating a series of new steps or modifying existing steps to accommodate the revision.
- Attends specification meetings with QLC/FTO team members to determine scope and limitations of programs.
- Track information pertaining to, employee certifications, consumer complaints, and internal incident reports on database and provide reports as required.
- Answer phones and assist callers with information requests.
- Order office supplies and materials as needed.
- Responsible for developing clinical employee communication bulletins and newsletters.
- Appropriately handle highly confidential and sensitive correspondence or documents of all kinds.
- Send, receive and deliver confidential faxes and other mail.
- Work on various programs as directed by the CES Manager in support of the QLC group.
- Adhere to all company policies and procedures.
- Effective information systems security is a team effort involving the participation and support of every AMR employee who deals with information and/or information systems. It is the responsibility of every computer user to:
 - Know and follow Information Systems security policies and procedures.
 - Attend Information Systems security training, when offered.
- Report information systems security problems.

MINIMUM QUALIFICATIONS:

High school diploma or GED. Minimum of 18 years of age.

At least two years administrative experience, which includes previous experience working independently, prioritizing, managing multiple tasks and meeting deadlines. Good working knowledge of Microsoft Office (including: Word for Windows, Excel, Access and PowerPoint) and Microsoft Windows. Must type 35 wpm. Must have strong organizational skills; effective oral, written, and interpersonal communication skills. Knowledge of medical terminology and ability to summarize and report data is also required. Prior experience analyzing data is preferred. EMT or Medical Assistant certificate is helpful, but not required.

PHYSICAL REQUIREMENTS:

Occasionally: Walking inside, carrying no greater than 25 pounds, kneeling, stooping, bending, and leaning.

Frequently: Hearing/listening, clear speech, touching, typing.

Constantly: Sitting, seeing.

MENTAL REQUIREMENTS:

Occasionally: Decision-making, analyzing, simple math skills, judgment.

Frequently: Simple writing, prioritizing.

Constantly: Simple reading, clerical.

STRESS FACTORS:

Occasionally: Repetitive tasks, high pressure.

Frequently: Intense tasks.

EQUIPMENT USED:

Occasionally: facsimile, calculator, copy machine, stapler, 3 hole punch, stamping, sharpener, printers, digital paging terminal, switchboard.

Frequently: Computer/typewriter, keyboard, telephone.

WORKING ENVIRONMENT:

Occasionally: Works with others, extended day.

Frequently: Works alone, face-to-face contact with others.

Constantly: Works around others, verbal contact with others, inside.

Please email all internal applications and resumes to Katrina Parik, Administrative Assistant at kparik@amr-ems.com or fax to (408) 629-7648. Closing date is May 16, 2008.