



WAKE COUNTY

Invites Your Interest in the Position of

DIRECTOR OF EMS



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wake.gov

Consistently rated as one of the best places to live and work in America, Wake County, NC, seeks a highly engaged, motivating, and strategic leader who operates with a diversity, equity, and inclusion mindset to serve as its next **Director of EMS**.

Wake County invites candidates to apply if they are passionate about joining a large nationally known EMS department committed to prompt, compassionate, and clinically excellent care. The next **Director of EMS** is a subject matter expert in the principles and practices of Emergency Medical Services systems and public administration and is responsible for directing the business planning, leadership, and oversight of operations of the Wake County Emergency Medical Services (EMS) Department.

The successful candidate has demonstrable experience with strategic planning, budget and financial management, employee motivation and management, and collaborative work initiatives. The **Director of EMS** is a natural leader with the proven ability to provide guidance and professional support, offer regular feedback, hold staff accountable, and serve as a mentor. The ideal candidate has a broader understanding of working within County or Local Government.

Upon their appointment, the Director of EMS will prioritize the following tasks:

- In collaboration with key county leaders and stakeholders, manage the growth of the department and implement strategies to meet the increasing demand of the department while overseeing the development of future stations when necessary.
- Demonstrate passion and sincere interest in building relationships within the community to further improve the quality of care provided by the department, increase collaboration among community partners, and ensure that the department effectively meets the needs of community members.
- Assess staffing levels, compensation, training, and work factors, and advocate for innovative short- and long-term solutions to maintain high level of staff retention and maintain overall employee well-being, recruitment, and further position the department as a competitive employer.
- Showcase a commitment to continued training and professional development for staff to build skills, achieve performance excellence, and develop staff for promotional opportunities and varied job assignments.
- Facilitate departmental DEI (diversity, equity, and inclusion) education and training to establish a positive, unified working culture with standards for all interactions among EMS employees.



About the Organization, Department, and Position:

Wake County, governed by a seven-member Board of Commissioners, has a FY 2024 general fund annual operating budget of \$1.8 billion. The county has over 4,800 positions, experiences minimal turnover, and is an award-winning leader in wellness and technology initiatives such as the county's onsite employee health center and award-winning web design.

The Wake County Department of Emergency Medical Services, which has a budget of \$74.8 million (offset by \$33.8 million in revenues), is funded through the county's general fund and is responsible for providing EMS throughout Wake County. Their primary goal is to improve the outcomes of patients who suffer emergent medical conditions or traumatic injuries.

The **Director of EMS** oversees a senior team of 5 Deputy Directors and a Chief Operating Officer. The EMS Department includes 486 full-time employees, utilizing 32 ambulances on duty 24 hours daily and 18 "peak load" 12-hour ambulances staggered throughout the day. Wake County EMS responded to over 128,000 calls in 2022.

district chiefs, professional development staff, support services staff, and administrative support staff provide the county's EMS services. The department oversees the provision of 911 EMS response, EMS system and education plan development and maintenance, EMS system provider training and re-credential oversight, non-emergency ambulance franchises, medical oversight and quality assurance, and data collection and research. Additionally, the broader Wake County EMS System encompasses emergency medical dispatchers working at two 911 centers, fire first responders at the EMT credential level, and collaboration with three hospital systems that manage five hospital-based emergency departments and three free-standing emergency departments.

The consistency and accountability of the EMS Department's policies, procedures, and protocols contribute to its seamless operations. All units use a 800 MHz radio system, automatic vehicle locator system, and closest unit response process. EMS telecommunications are handled primarily through the Raleigh-Wake Emergency Communications Center. In addition to the regular 911 responses, the Wake County EMS System has well-developed mobile integrated health (community paramedic) and research programs. Franchised for-profit ambulance providers provide non-emergency ambulance services, while hospital-affiliated ambulance providers provide specialty-care ambulance transport services.

Wake County EMS is a nationally known data-driven organization dedicated to high quality care and strong customer service for the community. The EMS Department regularly conducts ongoing quality improvement projects, explores innovative practices, and participates in research to determine various strategic approaches to the delivery of high-quality emergency medical care.

The EMS department utilizes frontline basic and life support ambulances.

Advanced practice paramedics, dis-



The EMS department has a robust special operations and special event footprint. This includes providing tactically trained paramedics for multiple law enforcement tactical teams at the local and state level, participating in the Urban Search & Rescue (USAR) Task Force 8, providing medical support to the regional hazardous materials team, coordinating the regional ambulance strike team, and maintenance of a state ambus asset.

In addition to special teams, the EMS department provides special event and mass gathering coverage throughout the county to include professional and college sporting events, concerts, road races, etc. The special operations team also maintains close ties with local and state fusion centers to maintain situational awareness and a forward-looking operational posture.

Recognizing the significance of nurturing the future EMS workforce, the EMS Department has invested heavily in developing the future EMS workforce. This investment comes in many forms including, but not limited to, a CoAEMSP accredited initial paramedic program, multiple initial EMT programs embedded in the local high schools, multiple formal apprenticeship programs, and a robust youth program.

The **Director of EMS** reports to the County's Chief Medical Officer and is responsible for direction and oversight of Wake County's complex, innovative, and nationally recognized emergency medical services delivery system. This position also works cooperatively with stakeholders to develop strategic vision/plans, patient-centered practices, and overall system management. The **Director of EMS** has advanced interpersonal skills and can relate to individuals of all backgrounds and educational levels.

In addition to offering high quality care and strong customer service for community members and visitors, Wake County EMS provides tactically trained paramedics for Urban Search and Rescue, medical support to regional hazardous materials teams, and special event and mass gathering coverage throughout the county, which includes sporting events, concerts, road races and other public events.



Education and Experience:

Qualifications:

The following ***are required***:

- Bachelor's degree in emergency medical services or related field. Note: *A minimum of four years of Emergency Medical Services experience will be considered an equivalency for a degree.*
- Eight years of experience in Emergency Medical Services, including three years of supervisory experience.
- Valid NC state driver license and "safe" driving record.
- Eligible for NC Paramedic certification and can achieve Wake County release to practice at the paramedic level.

Preferred qualifications include:

- Master's degree in a field related to emergency medical services, administration, public health, or other relevant area.
- Ten years of experience in a similar size EMS system or related healthcare senior leadership role.

Position Structure:

This position is structured as a full-time equivalent position within the county structure.

The Successful Candidate:

- has emergency medical services management experience in an urban environment;
- is adept in managing new facility construction, conducting technology upgrades, and facilitating successful operational transitions;
- understands technology associated with 911 communication centers;
- is familiar with best practices for emergency medical services systems, emergency management, and the operation of 911 communication centers;
- proactively monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures;
- effectively oversees an operational budget with careful strategic thinking and planning;
- coordinates, facilitates, and participates in a collaborative management approach to ensure that county needs are met during emergencies and proactively engages with partners, contractors, and consultants as needed;
- accomplishes departmental and organizational goals through strategic analysis, monitors programs and/or activities, and identifies and resolves problems by taking corrective action when necessary;
- recognizes the diversity of community member perceptions and concerns related to emergency services and works to develop and enhance constructive dialogue to resolve issues using sound methods that respect a variety of perspectives and positions;
- understands that the position oversees a 24/7, 365-day operation that requires leadership beyond standard business hours;
- possesses excellent skills in interpersonal and written communications, strategic planning, finance and budget development, administration, and intergovernmental relations; and,
- can embrace and model the county's core values: Act with respect, dignity, and integrity; Be accountable; Foster diversity, equity, and inclusivity; Work together; Strive for excellence; Nurture health and well-being; Serve with passion and empathy.

About the Community:

Centrally located in the Triangle area of North Carolina, Wake County is one of the fastest-growing areas in the nation and the most populous county in the state, with approximately 1.19 million residents. The County was founded in 1771, currently encompasses 860 square miles, and is the center of the state government, with the Capitol Building, legislature, and many government offices located in Raleigh, the county seat. Wake County is a thriving community whose population has grown approximately 32.96% since 2010. It is forecasted to maintain substantial growth of roughly 56 new residents per day.

Wake County's world-class healthcare, higher education, public school system, and variety of entertainment provide ample opportunities for its residents. Wake County is just 3 hours from the mountains of NC and 2 hours from Atlantic Coast beaches.

Wake County and its 13 municipalities have received national and international rankings and accolades from publications such as Money, Fortune, and Time magazines as one of the best places to live, work and earn a world-class education.



The Wake County Parks, Recreation & Open Space Division operates eight parks and three preserves, providing open space and outdoor recreation for a diverse and growing community. The 85-acre Robertson Millpond Preserve is a favorite spot for paddlers while the 174-acre Historic Yates Mill County Park has three miles of hiking trails, picnic areas, boardwalks, overlook decks, a field classroom, an amphitheater and a 3,300-acre watershed that feeds a 20-acre mill pond.

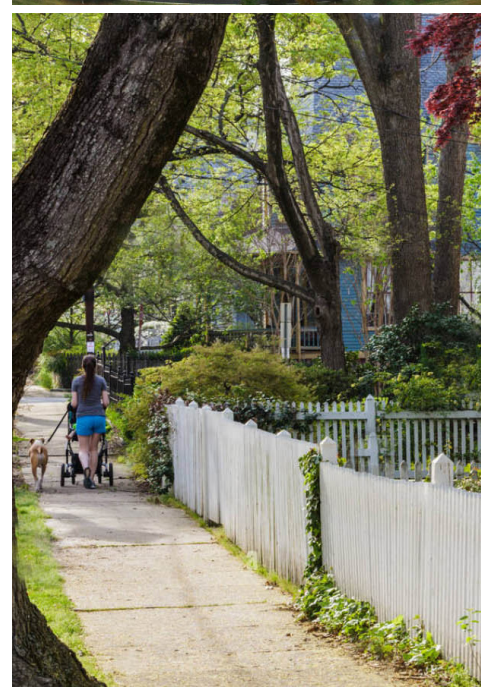




A great place to live, work, play.

Wake County is part of the Research Triangle Park, one of the nation's largest planned research development communities. It is home to some of the world's largest corporations and many start-up businesses. Because of the business-friendly environment, the county has a diverse economy, which includes vital industries such as Biotechnology and Pharmaceuticals; Advanced Medical Technologies; Clinical Research; Agricultural Biotechnology; Software Development; Defense Technologies; Interactive Digital Media; Healthcare IT; Smart Grid; Renewable Energy; and Advanced Transportation, along with many other more traditional industries.

Quality of life is a priority in Wake County. While highly recognized for stability, prosperity, and growth, Wake County also has unique neighborhoods, a family of communities steeped in history and tradition, and a blend of diverse people from worldwide locations. The Wake County Public School System is the largest district in North Carolina and the 16th largest in the country, with 192 schools serving over 159,802 students. North Carolina State University, located in west Raleigh, is one of the nation's premier research institutions and a national leader in engineering, architecture, biotechnology, and veterinary medicine. The University also has a close relationship with many area technology companies, and its work in signal processing, communication, and microchip technology is at the forefront of national research.



Salary and Benefits:

The hiring range for the position is \$138,617 - \$249,515. View the County's comprehensive benefits package [here](#).

To apply, please visit <https://www.governmentjobs.com/careers/developmentalassociates/jobs/4178082/director-of-ems-wake-county-nc?pagetype=jobOpportunitiesJobs>. ***Please note the following:***

- All applications must be submitted online via the Developmental Associates application portal (link above) – NOT the county's employment application portal or any other external website.
- Resumes and cover letters must be uploaded with the application.
- Applicants should apply by **September 22nd, 2023**.
- The hiring team will invite successful semi-finalists to participate in virtual interviews and skill evaluations on October 18th – 19th, 2023. Candidates are encouraged to reserve these dates for virtual meetings should they be invited to participate.
- Direct inquiries to: hiring@developmentalassociates.com.

Wake County is an Equal Opportunity Employer.



Developmental Associates, LLC manages the recruitment and selection process for this position. To learn more about our selection process, visit <https://developmentalassociates.com/client-openings/>, select "Client Openings," and scroll down to "Important Information for Applicants."