



Job Description for:

Training / Quality Assurance (QA) Coordinator

Classification: Program Coordinator I
Division: Dispatch Operations
Reports to: Dispatch Operations Manager
Supervises: Supervision is not a function of this position.

Job Definition

The Training / QA Coordinator is responsible for coordination of three key programs: Dispatcher training program; Agency In-Service trainings; and Emergency Medical Dispatch (EMD) compliance and quality assurance program, which includes conducting monthly EMD case review and reporting and facilitation of NAED accreditation and recertification processes. The Training / QA Coordinator plans and designs program elements; assists in the development of directives, procedures and goals; organizes and facilitates program activities and program evaluation and quality assurance elements.

Distinguishing Characteristics

The Training / QA Coordinator is a single incumbent position within the Program Coordinator I classification and is distinguished by coordination of smaller programs and/or assisting in the coordination of moderate sized programs with few or no staff reports, limited discretion and budgetary flexibility and relatively close direction and authority. The Training / QA Coordinator works under broad guidelines and supervision of the Dispatch Operations Manager.

Note: All duties, knowledge, skills and abilities listed below are considered *essential functions* unless marked as *non-essential*, (**NE**).

Key Tasks and Duties

- Coordinates and oversees program activities relating to new Dispatcher Training and the Communications Training Officer (CTO) program; assists in selecting, training, motivating and evaluating CTOs or other trainers /speakers.
- Collaborates with and assists Communications Training Officers (CTOs) in the review, development, maintenance and implementation of Dispatcher training standards and materials, including creating and updating of new hire courses and materials; CTO manuals; Daily Observation Report formats, benchmarks and standard evaluation guidelines.
- Facilitates and/or coordinates Dispatcher orientation, academy and training. Coordinates CTO schedules and trainee assignments.
- Reviews the Daily Observation Reports (DORs) and other evaluation reports or feedback provided by CTOs to trainees.
- Looks for trends or patterns in trainee progress. Serves as a 'sounding board' for and provides feedback to CTOs and Operations Manager in identifying, recommending and implementing adjustments to the training programs for individual trainees, including remedial training plans and/or expedited training processes.

- Coordinates, participates in and facilitates CTO meetings, Medical Dispatch Review Committee (MDRC) meetings and In-Service Committee meetings. Helps establish program goals, objectives, and priorities. Makes recommendations on training topics, speakers and other related items.
- Serves as administrative resource for CTOs and the Operations Manager in development, research and collection of new or updated training ideas, methods and resources.
- Serve as a liaison for trainees and CTOs and among Dispatch Supervisors, staff, and management on training programs and activities.
- Maintains and updates Agency training files. Ensures training records and certifications are recorded in Firehouse or included in training files. Collaborates with assigned CTOs to ensure timely completion and acquisition of required training and certification.
- Schedules Agency In-Service trainings, schedule and confirm trainer / speaker participation, scheduling training rooms and resources (i.e. audio-visual equipment, flip charts, PowerPoint projector), finalizing and distributing agendas and hand-outs to participants.
- Facilitates training throughout the day. Sets up / breaks down meeting or training rooms. Distributes, collects and reviews In-Service evaluation forms. Sends thank you notes and follow up correspondence with trainers / speakers.
- Facilitate and administer the NAED Certification processes. Distribute the recertification tests to employees, submit appropriate documentation for NAED review.
- Coordinates the 9-1-1 Emergency Medical Dispatch program that ensures efficient and effective emergency medical dispatch and maintains Agency accreditation by the National Academy of Emergency Dispatch (NAED)
- Provides timely EMD case review, data evaluation and feedback to Dispatch staff, Dispatch Supervisors, management and the County Medical Program Director and/or NAED as required.
- Provides and/or coordinates in-house EMD certification for 9-1-1 dispatchers. Coordinates continuing EMD education to meet NAED recertification requirements.
- Coordinates and oversees the new Dispatcher Mentoring Program.
- Represents CRESA or division on committees or at meetings, as necessary. Provides information and assistance to other departments, outside agencies, and the public.
- Prepares reports on program performance, needs, services, information and demographic data. Contributes to and ensures the evaluation of program performance.
- Coordinates activities with other related departments or agencies. Facilitates resolution to significant or controversial program issues.
- Participates as assigned in EOC activations, exercises, drills and other events related to Agency response to local, regional, statewide or national disasters or emergency response.
- Performs related duties as assigned.

Qualifications

Knowledge of:

- Principles and practices of program coordination and facilitation, including planning, scheduling, monitoring, problem solving, research, record keeping and evaluations

- Principles and practices of all facets of adult education and training; emergency medical services terminology, practices and standards
- Modern administrative methods and procedures, correspondence and report preparation
- Application and interpretation of Agency directives and procedures as well as local, state and federal laws and regulations, and industry trends and best practices

Ability to:

- Effectively plan, organize, coordinate, carry out and evaluate assigned program goals and objectives; coordinate and evaluate the work of program participants including CTOs, Agency trainers / speakers and similar
- Organize and accomplish program goals and objectives, including delegation of program tasks and responsibilities as appropriate
- Interpret and effectively apply related laws, regulations, policies and procedures
- Apply effective time management, critical thinking, problem solving and collaborative approaches to improving program services; analyze situations thoroughly, identify potential problems, find and implement effective solutions
- Establish and maintain positive and professional working relationships with managers, coworkers, other governmental jurisdictions, volunteers, and user agencies
- Effectively communicate and express ideas both orally and in writing.
- Apply appropriate independent initiative, discretion, judgment and organizational skills to a variety of projects, assignments and situations.
- Understand and execute complex oral and written instructions; apply available guidelines, policies or procedures in diverse situations.
- Prepare and present written correspondence, reports and materials in clear, correct and comprehensible terms from general notes and concepts.

Experience and Education – Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job will be considered. A typical way to obtain the knowledge and abilities would be:

- Three to four (3–4) years of progressively responsible experience in adult training or education (including Communications Training Officer experience) or related coordination and facilitation of training / quality assurance programs; – **or** –
- Bachelor's degree in communications, education, public safety/health or a closely related may substitute for some of the required experience
- Public Safety Dispatching, Call-Taking and Emergency Medical Dispatch experience, knowledge and familiarity are highly desirable

- ☛ Candidates and incumbents must have ability to perform the essential functions of this position with or without reasonable accommodation

Work Environment (Essential functions)

Work is performed primarily in an office setting, with very limited travel to and from local and regional trainings, meetings, and conferences or similar. Incumbent works with personal computers, telephones, and other general office equipment that require detailed dexterity. Work involves moderately extensive keyboarding and manual dexterity, and also entails general

reaching, stretching, and lifting of office supplies and program equipment, such as paper, binders, files, phone sets, pamphlets, brochures, and display boards. Some walking, bending, carrying and moving program equipment and materials is required.

Physical Demands typically involve, but are not limited to:

Hearing and Speaking:

- Hear, understand and respond to verbal information typically in person or by phone
- Speak clearly and concisely in English to a broad variety of small or large audiences, including verbally presenting information or responding to inquiries at training sessions, meetings, and related
- Hear and understand information using telephones or by recorded devices including the CAD 9-1-1 call recordings and radio transmissions

Seeing and Reading:

- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats
- See and use all related communications equipment including telephones and computer monitors

Mental acuity and alertness:

- Understand, research and respond to varied program information and instructions, including broad application of policies, procedures, laws, and regulations
- Handle interpersonal interactions with tact and diplomacy
- Accomplish multiple tasks and priorities in a timely manner and with a high level of accomplishment and accuracy
- Think through all aspects relating to dispatcher training and emergency medical dispatch program issues or problems; assist in identifying, recommending and implementing appropriate solutions
- Balance diverse responsibilities utilizing independent initiative, judgment and discretion
- Be available for assigned on-call; be generally prepared to respond for long shifts and/or irregular hours in case of emergency situations, such as activations of the Emergency Coordination Center

Manual dexterity and typing:

- Moderate use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in an office or communications center setting
- Performing regular tasks requiring general manual dexterity

Physical dexterity:

- Sit, stand or walk as necessary
- Stretch, reach, or lift objects or materials that may be up to 25 pounds in weight

<i>Reviewed:</i>	6/2008	<i>Salary Code:</i>	M2
<i>Revised:</i>	6/2008	<i>Salary Range:</i>	816
<i>FLSA Status:</i>	Exempt	<i>Union:</i>	No