

Position: Compliance Officer
Reports to: Emergency Services Director

Department: Emergency Services
Employee:

POSITION DESCRIPTION

As the EMS Technician: See Advanced EMT or Paramedic Job Description

As the Compliance Officer: Duties are performed under the limited supervision of the Emergency Services Director.

- Member of the EMS Peer Review Committee
- Billing Quality Assurance (QA)
 - Ensure reports are entered and complete
 - Ensure paperwork is complete and signed
 - Flag reports as needed
 - File all completed reports
- Billing and Report Inquiries
 - Process hospital, medical examiner, and law firm requests
- Infection Control and Prevention
 - Ensure TB testing is completed at hire and possible exposure
 - Ensure immunizations are complete
 - N-95 Fit Tester
 - COVID-19 RapidTest
- Maintain security of personnel medical files
- Maintain and update Agency Standard Operating Guidelines and the EMS System Plan as needed
- HIPPA Compliance Officer
- Backup/Support EMS Shift Supervisors
- Support the Emergency Operations Center
- Serve as the third ranking position within the department's chain of command, subordinate to the Emergency Services Director and Assistant Director
- Maintain access to the following software programs:
 - Email (Microsoft)
 - Agency Digital Calendars (Google Calendars - ES Calendar & Scheduling Calendar)
 - Electronic PCR (ESO – Admin Access)
 - Electronic Scheduling Software (eSchedule – EMS Admin)
 - Digital Medical Safe (Medix – Intermediate Storage, Bulk Storage Access & Zaccess Admin Access)
 - Training, Exercise, Response Management System (TERMS – Student & Admin Access)
 - NC OEMS Software (Continuum), (Administrator Access)
 - NCAREMS Software (Administrator Access)
 - Billing Company Software (Secure File Exchange & Dashboard Access)
 - NC HealthConnex (Administrator Access)
 - Optum ID/Health Resources (Administrator Access)
 - DHHS Drug Control Unit (Renewal Admin)
 - DOJ Drug Enforcement Administration (Renewal Administrator Access)
 - WEX Fuel Card (Administrator Access)
 - Building Access Control
 - Building Surveillance System
 - 911 Center Recording Software (Access to review EMS calls)
 - CARES Registry (Administrator Access)
 - WebEOC
 - Social Media (Administrator Access)

JOB DUTIES AND FUNCTIONS

1. Assist with EMS calls when on-shift staff are already committed or additional support is needed
2. Assist with ensuring minimum EMS staffing is maintained 24/7/365
3. Help staff the Emergency Operations Center and serve as back-up if Director/Asst Director are not available
4. Rotate on-call with Director/Assistant Director
5. Member of the Perquimans Water Rescue Team
6. Update eSchedule as needed
7. Safety and risk management
8. Ensures the proper functioning of IT equipment by coordinating with IT support and managing related work orders

9. Electronic Health Records (EHRs)/Electronic Patient Care Reports (EPCRs):
 - Provide EHR quality assurance review for alignment with CAD, patient demographic information, signatures, etc.
 - Maintain an EHR Spreadsheet
 - Approve Reports for Billing to be forwarded to 3rd Party Billing Company
 - EHR Storage & Retrieval (Including Request for Records)
10. Attends educational classes and seminars to broaden knowledge and skills in leadership and the care and treatment of patients; attends monthly continuing education training to stay current of knowledge and skills.
11. Assists with the training, mentorship, and evaluation of emergency medical technicians; assists with pre-employment testing as assigned.
12. Facilitates learning to ensure employees acquire the knowledge and skills necessary to become successful employees.
13. Serves as a mentor, role model and educational resource for fellow employees.
14. Assists in the development and implementation of Standing Order Guidelines, policies and procedures for training, field practice and medical standards.
15. Abides by, enforces and participates in the implementation and ongoing oversight of safety standards and regulations.
16. Assists with employee evaluations; provides coaching and assistance to employees as needed.
17. Attends and represents the organization at professional meetings and organizations as assigned by the Emergency Services Director.
18. Responds to complaints, questions and information dealing with billing and records, keeping the Emergency Services Director abreast of all situations.
19. In-Processing New Hires & Out-Processing of All Personnel:
 - Complete Job Offer letters & Employee Action Forms
 - Ensure personnel records are complete
 - Ensure personnel are fingerprinted
 - Enter into programs (WEX, ESO, NC OEMS, etc)
 - Review HR paperwork and sign / verify its complete
20. Keep Personnel File Folders up to date (Training, Compliance, Personnel)
21. Peer Review (Gather data, create meeting agenda & coordinate meeting presentation)
22. Ensure any deposits are recorded and a copy of deposit is given to the county finance department
23. Forward payments to 3rd Party Billing Company received for patient invoices
24. Print out, file, and email summaries of monthly reports from 3rd Party Billing Company and Collection Agency
25. Actively participate in meetings to include:
 - EMS Peer Review
 - PORT
 - RACE-CARS
 - Child Fatality Prevention Team
 - Emergency Services Administration Team
 - Continuing Education
26. Performs related duties as required.

QUALIFICATIONS/SPECIAL REQUIREMENTS

1. High School graduate or equivalent.
2. Valid North Carolina driver's license.
3. Successful completion of an approved North Carolina Office of EMS AEMT or Paramedic training program and certification as an AEMT or Paramedic and maintain level of certification.
4. Successful completion of additional course work and/or certification to include, at a minimum, certification in cardiac care, pediatrics and trauma, as determined necessary by the Emergency Services Director.
5. Three years of field experience as the EMT-I level required, EMT-Paramedic preferred.
6. Able to pass an oral board with the sponsor hospital's medical director to operate at the AEMT or Paramedic level.
7. Incident Command System (ICS) training including but not limited to IS – 100, 200, 300, 400, 700, and 800.
8. Supervisory experience and an Associates/Technical degree with course work in emergency medical services, management or related field and three to five years of experience working as a Paramedic or equivalent combination of education and experience.
9. PC proficiency in word processing, spreadsheet, and presentation software as well as Internet and email use.
10. Strong technical report writing, research and analytical skills.
11. Hold or obtain within 12 months of employment a valid BLS Instructor certification from the American Heart Association.

JOB KNOWLEDGE, SKILLS, AND ABILITIES

1. Ability to respond quickly and calmly to emergency situations.
2. Knowledge in the proper use of safety equipment and current trends in personal protective equipment.
3. Knowledge of system safety principles.
4. Ability to deal tactfully, courteously and firmly with patients, their representatives and the general public.
5. Skills to evaluate the patient's condition and determine the extent of injury or illness. Obtains information concerning history of illnesses or diseases.
6. Skills to provide the necessary pre-hospital care and treatment of the patient to the AEMT/Paramedic level in accordance with current approved protocols; calls for support or assistance from other emergency service agencies as needed.
7. Ability to follow protocols and/or directions from medical control when treating patients.
8. Thorough knowledge of emergency medical equipment and its proper usage.
9. Skills in obtaining permission and preparing patient for transport; keeps the patient as calm and stabilized as possible for transport.
10. Skills in communication with hospital emergency department personnel to inform them of patient enroute to hospital and re-lays information concerning nature and extent of the patient's injury or illness.
11. Able to serve as a patient advocate to elicit cooperation for proper treatment and care; works with all hospital personnel to promote and maintain harmonious working relationships.
12. Knowledge in completing a Patient Care Report, HIPPA form and Billing Authorization form. Collects hospital patient cover information; leaves a copy of the PCR worksheet and any samples collected with hospital staff; enters patient data and CAD data into electronic reporting system, after a call, in a timely manner.
13. Considerable knowledge of the geography of the local area.
14. Considerable knowledge of the operation and mechanical aspects of ambulances and quick response vehicles.
15. Considerable knowledge of and ability to practice good defensive driving.
16. Considerable knowledge of radio communications equipment.
17. Ability to lift and move up to 200 pounds with assistance.
18. Ability to carry, lift, climb, extricate and perform other physical maneuvers involved in rescuing and rendering pre-hospital emergency care to the patients.
19. Ability to learn, understand and apply additional training and education.
20. Ability to maintain effective working relationships with other employees.
21. Ability to train, evaluate, motivate and direct employees; general knowledge of the principals of supervision, organization and administration.
22. Ability to assign, direct, supervise and appraise the performance of subordinates.
23. Ability to assist in the training of emergency medical technicians in various phases of emergency medical care and in other job-related duties and assignments.
24. Ability to express ideas clearly orally and in writing; ability to understand and follow oral and written direction.
25. Ability to establish and maintain effective working relationships with other county employees, other agencies and the general public.
26. Ability to communicate with tact and diplomacy, both orally and in writing, using proper spelling, grammar, and punctuation with all levels of EMS, outside agencies, community groups, and citizens.
27. Ability to conduct oral presentations, relaying technical information in understandable terms.
28. Ability to pay close attention to detail, ensuring strict accuracy in work.
29. Ability to efficiently manage time and workload, which includes prioritizing, following through on a variety of tasks, assignments, and reports and meet deadlines.
30. Ability to maintain confidentiality, only stating information on a "need-to-know" basis and safeguarding sensitive material.
31. Ability to network and maintain professional relationships with various federal, state, and local agencies.
32. Ability to work a flexible schedule to include working evenings and weekends as required.

COMPETENCIES

Business Ethics: Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Communications: Expresses ideas and thoughts verbally and in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects and uses appropriate communication methods.

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Responds promptly to customer needs.

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines.

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively.

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Relationship Building: Builds rapport across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and is tolerant of diverse viewpoints.

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

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