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Position Posting

Mercy Flight Inc is seeking applicants for the position of **Director of Air Medical Operations**.

Employment Classification: Full Time-Exempt
Reports to: Executive Vice President (Administrative)
System Medical Director (Clinical)
Direct Reports: Chief Flight Paramedic
Chief Flight Nurse
Home Base: Mercy Flight Headquarters-Buffalo, NY
Travel: Primarily regional (8 counties of WNY); occasional out of region/state

Interested candidates should forward a resume and letter of intent to James Wallace, Director of Human Resources, via either email at jwallace@mercyflight.org , or via the US mail to: 100 Amherst Villa Road, Buffalo, NY 14225 by **October 31, 2018**.

The position prerequisites, duties and responsibilities are listed below. Should you have any question please feel free to contact James Wallace at 716-626-5808 x-1310.

Director of Air Medical Operations

Position Overview: The Director of Air Medical Operations sets air medical and ground specialty care operations direction and promotes the ethical business operations of the organization while supporting Mercy Flight Inc. business goals and objectives. The Director of Air Medical Operations will interact extensively with the executive team and supervisors to provide leadership and direction for air medical operations in a manner that promotes an environment for all employees to fulfill their duties and responsibilities. The Director of Air Medical Operations maintains fiscal responsibility and medical operations oversight; he/she coordinates medical operations programs and processes in alignment with corporate compliance and federal, state, regional, and local laws, regulations, standards, codes, and policies. The position requires proficiency in operations process and program design and development. The ability to establish positive interpersonal and professional relationships is essential. The ability to lead groups and individuals within the organization is also essential for the Director of Air Medical Operations.

Position Prerequisites:

- NYS Certified Paramedic with 5 years current experience (CCEMTP preferred or within two years) **OR** NYS Licensed RN, BSN with 5 years ED/ICU experience and Pre-Hospital certification at Paramedic level
- Air Medical Experience (Preferred-ground EMS/hospital experience will be considered)
- Minimum 3 years operational/managerial experience (within the past ten years)
- CLI and/or CIC credentials (Preferred)
- Must possess current certification in BLS-CPR, ACLS, PALS and ITLS (or PHTLS) (Instructor certifications a plus)
- Specialty Care Transport experience preferred

Essential Duties and Responsibilities:

- Ensure personnel are scheduled to achieve maximum flexibility and efficiencies, including maintaining the ability to provide shift coverage solutions or function as coverage when open or call-in shifts occur.
- Enhance and maintain the quality of medical operations procedures and crew training programs
- Maintains and distributes controlled substance stock and serves as primary or alternate controlled substance agent
- Ensures compliance with NYS DOH Part 80-“Rules and Regulations on Controlled Substances” and Mercy Flight Inc Controlled Substance Plan to include timely and accurate submission of all required reporting. Revises controlled substance plan as needed
- Participate in evaluation of employees and management of personnel as required to ensure safe, effective accomplishment of job requirements.
- Have basic knowledge of applicable sections of the Federal Aviation Administration regulations, especially FAA Section 135
- Possesses/attains in-depth knowledge of NYS Public Health Law Article 30 and related codes, rules, regulations (Parts 18, 80, 800)
- Reviews, approves and submits invoices related to departmental expenses
- Develops departmental budget
- Responsible for the overall strategic planning, managing, directing and coordinating air medical operations
- Be able to provide input and support for policies and procedures that support the accomplishment of the services goals, objectives, and programs; including the General Operations Manual, and Mercy Flight Inc Policy and Procedures Manual.
- Ensure maintenance of Medical Operations Policy and Procedure manuals keeping all reference materials kept up to date and in compliance with regulatory agency
- Provide leadership to the supervisors and employees at the bases, which encourages participation in Mercy Flight Inc marketing strategies and fundraising initiatives as needed.
- Maintain a good knowledge base in computer technology specifically Microsoft Office; have experience in database systems and database reporting.
- Direct supervision of employees; including assisting with hiring, candidate interview processes, new-hire training, employee introductory period progress evaluation, and annual employee evaluations.
- Works with and supports the Director of Education and Quality Improvement on coordination of initial and recurrent medical training of all employees as well as to ensure compliance with established standards, KPI’s and the provision of care within established policies and procedures.
- Works closely with the Director of Flight Operations to ensure safe and efficient operations
- Attends all scheduled company and departmental meetings and classes as appropriate.
- Participates in the training of Mercy Flight employees, EMS providers and first response officials as assigned

Position Requirements:

- Comply with all regulations contained in the Mercy Flight Inc Policy and Procedures manual
- Ability to maintain a complex work/ employee schedule
- Positive attitude
- Flexible / adaptable
- Responsible
- Organized
- Ability to perform multiple tasks simultaneously
- Able to perform duties in stressful environment
- Ability to establish and maintain positive interpersonal communications.
- Professional manner and appearance
- Willingness to travel
- Excellent communication skills