

City of Fort Worth, Texas

Job Description

Classification Title	Clinical Manager		
Job Code:	MG1920	Job Family:	Management
Pay Grade	613	Date Reviewed:	08/14/2024
FLSA Status	Exempt	Date Revised:	05/02/2025

GENERAL SUMMARY

Responsible for the strategic planning, directing, managing, and oversight of the Office of the Medical Director (“OMD”) assigned division; provides leadership and strategic direction in the development, operationalization, and administration of the assigned division; ensures compliance and standards regarding state statutory requirements related to medical direction and oversight; aligns assigned personnel, processes, and procedures with the vision, mission, and purpose of the OMD; provides high-level administrative and leadership support to the EMS Chief Medical Officer and Assistant Director of OMD.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations; depending on assignment.
2. Provides strategic planning and direction in the development of practices and processes related to the roles and responsibilities of assigned division.
3. Oversees the preparation and delivery of clinical system performance reports to the EMS Advisory Board and Medical Advisory Board; ensures data is accurate, clearly communicated, and aligned with organizational goals.
4. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs. Recommends and administers policies and procedures.
5. Represents the division on internal and external committees, task forces, and workgroups; prepares and presents technical and operational reports and correspondence.
6. Provides on-call coverage for On-line Protocol Guidance as needed.
7. Performs other related duties as required.

8. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Quality management methodologies and practices
 - Strategic planning methodologies.
 - Organizational structure, workflow, and operational procedures.
 - Project management principles.
 - Adult-learning theory and methodologies.
 - Competency based educational principles and methods.
 - Clinical performance measures, data analysis methodologies, and data reporting standards for clinical performance.
- **Skill in:**
 - Prioritizing tasks, managing staff, and aligning processes with organizational goals and standards.
 - Leading and guiding team efforts in project development to ensure successful execution.
 - Communicating to articulate goals, provide feedback, resolve conflicts, and interact effectively with team members, superiors, and other stakeholders.
 - Basic computer applications, including Microsoft Excel, Word, and PowerPoint.
 - Ensuring time management for coverage in all areas of essential functions of EMS.
 - Presenting data clearly and effectively to stakeholders, identifying trends and providing insights.
 - Effective presentation delivery.
- **Ability to:**
 - Work independently and in collaboration to achieve organizational goals.
 - Foster a culture of continuous learning and improvement within the EMS system.
 - Conduct detailed analysis of clinical performance data to offer actionable insights to the Medical Director, identifying trends and areas for improvement.
 - Demonstrate leadership values within the OMD, and the EMS system, inspiring and guiding team members effectively.
 - Ensure confidentiality of medical and all other discretionary information.
 - Communicate effectively utilizing highly developed interpersonal skills.

MINIMUM JOB REQUIREMENTS

Bachelors' degree in emergency medical services, business administration, education, healthcare administration, or other related degree. Five (5) years' of experience as a paramedic in the EMS system with progressive responsibility, or more than five (5) years' experience as a paramedic in a busy 911 system with progressive responsibility.

OTHER REQUIREMENTS

Advanced credentialing requirement.

IHI Basic Certificate in Quality and Safety.

No exclusion by the OIG to participate in Federally Funded Health Care Programs.

Possession of, or ability to obtain, an appropriate, valid Texas driver's license.

When assigned to Practice

One (1) year as a TXDSHS EMS certified instructor or equivalent.

NAEMSE Level-1 certification.

Basic Course Coordinator certification with one (1) year from date of hire.

Relevant instructor card certifications (CPR, ALS, PALS, Trauma, Medical, etc.), must obtain within six (6) months from date of hire.

When assigned to Quality

NAEMSP Year-Long Quality and Safety Course.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing and balancing.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Light Work – Exerting up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects.