

City of Fort Worth, Texas Job Description

Classification Title	EMS Compliance Manager		
Job Code:	MG1940	Job Family:	Management
Pay Grade	612	Date Reviewed:	08/13/2024
FLSA Status	Exempt	Date Revised:	05/05/2025

GENERAL SUMMARY

The Emergency Medical Services (EMS) Compliance Manager performs procurement services and program management to include implementing all necessary actions to ensure achievement of the objectives of an effective compliance program in support of EMS. Responsible for ensuring that the EMS program is compliant with Federal, State, and local laws by developing policies, organizing and conducting compliance training, and investigating and handling internal and external reports of compliance concerns. Prepares a variety of complex documents, reports, and maintains departmental files and records.

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.
2. Oversees and participates in the development, analysis, formulation and administration of the Medical Services Compliance Program; establishes program methods, policies and procedures to adhere to City, State and Federal laws to ensure compliance with all applicable HIPPA privacy laws to ensure the City maintains appropriate related privacy and confidentiality notices, forms and materials.
3. Coordinates and collaborates with key stakeholders and other departments (i.e. Human Resources, Law, etc.) regarding program initiatives to meet guidelines and compliance issues for investigation and resolution.
4. Continuously monitors and evaluates the quality, responsiveness, efficiency and effectiveness of Medical Services Compliance Program, service delivery methods, policies and procedures for the general operation of the Compliance Program and its related activities to prevent illegal, unethical or improper conduct; works with employees on the continuous improvement of department specific services.
5. Oversees compliance monitoring; develops monitoring calendar, analyzes results of monitoring activities to determine the applicability of regulations, reviews and approves monitoring letters, advises staff and sub-recipients/contractors on methods to resolve compliance findings or concerns.

6. Responds to alleged violations of rules, regulations, policies, procedures and Code of Conduct by evaluating and/or recommending the initiation of investigative procedures. Develops and oversees a system for uniform handling of such violations.
7. Acts as an independent reviewer and evaluation body to ensure that compliance issues/concerns within the organization are being appropriately evaluated, investigated and resolved without conflicts of interest.
8. Monitors, and as necessary, coordinates compliance activities of other departments to remain abreast of the status of all compliance activities and to identify trends.
9. Institutes and maintains an effective compliance communication program for the organization, including promoting (a) use of the Compliance Hotline; (b) heightened awareness of Standards of Conduct, and (c) understanding of new and existing compliance issues and related policies and procedures.
10. Cooperates with the Local, State and Federal Government Agencies charged with compliance reviews, audits and legal investigations. Obtaining and maintaining appropriate licensure and/or registration for the city. Implement and enforce government policies based on standards/guidelines.
11. Ensures the delivery of initial and ongoing HIPAA and privacy training / orientation to all employees, volunteers, medical and professional staff, contractors, and other appropriate third parties.
12. Maintains protected health information disclosure logs. Initiates, facilitates and promotes activities to foster information privacy awareness within the organization.
13. Serves as official custodian of records for program; and oversees the tracking of contracts; maintains databases of executed contracts.
14. Identifies potential areas of compliance vulnerability and risk; develops/implements action plans for resolution of problematic issues, and provides general guidance on how to avoid, mitigate or prevent similar situations in the future. Provides reports on a regular basis, and as directed or requested.
15. Performs other related duties as required.
16. 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.
17. Pursuant to the City of Fort Worth's Code of Ordinances and Personnel Rules and Regulations, employees in this position cannot file an appeal of disciplinary actions taken against them.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of**
 - Applicable Federal, State and Local Laws.
 - City practices, policies and procedures.
 - Emergency Medical Services Management.
 - Contract administration including contract language, terms, conditions, etc.
 - Medical industry and medical terminology

- Privacy Administration.
- Experience working as a licensed Emergency Medical Technician – Paramedic
- Attention to detail and accuracy
- Auditing and monitoring processes and techniques.
- Data analysis, statistics, planning and budgeting.
- **Skill in:**
 - Oral and written communications.
 - Handling of multiple tasks and prioritizing.
 - Project management.
 - Planning and organizing the work of staff.
 - Interpersonal interactions and communication.
 - Writing and editing.
 - Research and problem solving.
- **Ability to:**
 - Explain complex subject matter in simple terms to multiple audiences.
 - Think analytically.
 - Determine the applicability of regulatory requirements to any particular grant administration situation.
 - Plan, organize, and coordinate the work of multiple staff who are not direct reports.
 - Build relationships and establish trust.
 - Recognize strengths and weaknesses of team members and assign tasks accordingly.
 - Provide opportunities for growth while ensuring quality of work product.
 - Listen to others and encourage staff “ownership” of the work.

MINIMUM JOB REQUIREMENTS

Bachelor’s degree from an accredited college or university with major course work in Business, Public Administration or related field and three (3) years of increasingly responsible emergency medical services compliance experience, including one (1) year of supervisory responsibility.

OTHER REQUIREMENTS

Valid Texas driver’s license.

Possession of or ability to obtain a Certification in Healthcare Compliance within one (1) year of employment.

Possession of or ability to obtain a Certification in Healthcare Privacy within one (1) year of employment.

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, walking and repetitive motions.

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.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.