



**EMERGENCY HEALTH  
SERVICES FEDERATION**  
YOUR COMMUNITY. OUR COMMITMENT

## **SYSTEM SPECIALIST**

The Emergency Health Services Federation, Inc., the Regional EMS Council for South Central Pennsylvania is currently seeking a **System Specialist**. This individual is responsible for the daily activities relating to EMS system analysis for quality improvement of clinical and operational components of the regional EMS system. This position will assist with complaint investigations.

This position will require the individual to conduct clinical gap analysis of the EMS system with a focus on patient-centered care and develop strategies for enhanced delivery models for the region. This individual will serve as a clinical program resource to EMS providers, agencies, hospitals, and other organizations. The position involves developing and implementing consistent standards and practices related to EMS operations, conducting patient care and operational analysis through the regional electronic patient care reporting system, and developing quality improvement lesson plans and training for EMS agencies and providers.

This individual will assist with the development, implementation, coordination, and evaluation of the regional activities of community paramedicine /mobile integrated healthcare. Some additional responsibilities include development of health promotion and injury/illness reduction programs for EMS providers and processing medical command facility reaccreditations.

The preferred level of certification for this position is at or above the Paramedic level. EMTs with quality assurance experience may consider applying. This position requires a working knowledge of the EMS system, the ability to analyze the complexities within the system, and proficiency within the current statewide EMS protocols.

The desired candidate must be self-motivated, able to work independently, and possess superior customer service skills. The desired candidate must have the ability to develop and maintain excellent working relationships with EMS providers, agencies, and hospital administrative personnel. The candidate must demonstrate the ability to use various computer software programs and communicate verbally and in writing. The candidate must adapt to a flexible work schedule to include some nights and weekends.

The Emergency Health Services Federation, Inc. is an equal opportunity employer.

Initial review of applications will begin immediately. The position will remain open until filled; however, recruitment will close when a sufficient number of qualified applicants are received or all hiring decisions have been made.

If interested in this position, please forward your resume to the attention of Catherine M. Spangler at the address below or you may e-mail to [cspang@ehsf.org](mailto:cspang@ehsf.org):

Emergency Health Services Federation, Inc.  
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