



Hardwick Emergency Rescue Squad
PO Box 837
Hardwick VT 05843

Hardwick Rescue Squad (HRS) Employee Supervisor

Hardwick Rescue Squad is a private non-profit emergency rescue squad serving all or part of eight towns including and surrounding Hardwick, Vermont. HRS Responds to 800+ calls per year with crews that are primarily three-person (two providers and a driver) and largely volunteer. Paid staff has recently expanded to include 3 full-time and 4 per diem providers who have a mix of BLS/ALS certifications and levels of experience. The need for an Employee Supervisor has arisen out of that change as primary leadership roles of the squad are filled by volunteers, and the needs of the paid staff and increasing amount of daily administrative needs of the Squad as a whole can no longer be met by one (or several) volunteers.

The HRS Employee Supervisor role will be a full-time position and will include traditional EMS provider responsibilities in addition to significant administrative duties, both outlined in more detail below. The HRS Employee Supervisor will play a critical role in ensuring efficient EMS operations in the field and “behind the scenes”, maintaining high standards of patient care, and fostering a positive work environment at Hardwick Rescue for both paid staff and volunteers.

Required Qualifications

- Current certification as AEMT at a minimum, with 3 years active service at that level
- Strong professional communication skills, both written and verbal
- Current Vermont driver’s license and clean driving record
- Proficiency with SIREN (VT EMS digital reporting system) or ability to become proficient
- Physical ability to perform all tasks expected as a member of an EMS crew, including but not limited to:
 - Frequent and sometimes repetitive heavy lifting in excess of 100lbs
 - Performing tasks under pressure in ever-changing environments that may include extreme temperatures, poor lighting conditions, loud ambient noise, and crowds
- Minimum *one year* of experience in a managerial or supervisory role
- Ability to work a flexible schedule that may include nights, weekends, and holidays
- Ability to work and interact professionally with agency partners including but not limited to firefighters, police, hospital staff, billing and insurance agents, medical examiners, friends/family of patients, and members of the public
- High school diploma

Preferred Qualifications

- NRP (paramedic) certification with 3 years of active service at that level
- Associates/Bachelors degree or higher
- Prior experience with inventory management

Responsibilities

While the HRS Employee Supervisor may be expected to run occasional night shifts to maintain coverage, the bulk of this position will be during “daytime” hours. This will facilitate communication with any squad members who have needs as well as outside communications with the public or agency partners.

- Run calls and provide patient care to the level of VT EMS licensure within the constraints of Hardwick Rescue’s licensure level
- Act as liaison between paid staff, volunteers, and the HRS Board of Directors to ensure good communication and meet goals set by BOD
- Ensure compliance of all providers (paid and volunteer) with state EMS protocols, policies, and procedures
- Work collaboratively with volunteer scheduling team to ensure adequate shift coverage and equitable distribution of shifts for paid staff
- Manage scheduling for paid staff including requests for time off, overtime, and sick leave
- Regularly communicate with paid employees (weekly, or more frequently as needed) to maintain awareness of operational changes among staff
- Monitor the nature of calls in the interest of identifying squad members who may need emotional support following difficult situations, and to alert HRS leadership of critical incidents
- Assist with CQI review to promote accuracy/completeness of documentation and adherence to VT EMS protocols during patient care
- Monitor (and participate in) completion of daily station chores to maintain operational readiness and a professional working environment
- Monitor and maintain inventory of equipment and supplies in the ambulances, in the station, and as appropriately distributed among first responders
- Maintain logs of maintenance records, historical inventory use, and expiration dates of equipment/medications taken by first responders
- Answer phone calls and reply to emails regarding public inquiry, non-emergent assistance, billing issues, or supply concerns or immediately direct them to the appropriate HRS resource
- With assistance from HRS leadership, conduct performance reviews for paid staff at 6-month intervals to provide a formal process for feedback and individual goal setting
- Assist HRS training staff with monthly educational sessions, annual all-squad training days, precepting new providers and/or students, and public outreach

As HRS is an agency in a period of positive change, the duties expected of this role will likely evolve with the needs of the squad. The ideal candidate will be able to adapt to the changing needs of the position as HRS changes.

Compensation / Benefits

- The hourly rate for this position is dependent on experience and license level. The range for an AEMT is \$25-\$31/hour. The range for a paramedic is \$31-\$37/hour.
- Health insurance and dental insurance are provided through the Green Mountain care system. HRS pays 80% of a silver level plan which includes a basic dental plan.
- Free gym membership at the East Harwick Gym
- Uniform allowance of \$200 annually
- 3 weeks Paid Time Off (PTO) used at employee’s discretion for sick time, vacation or time off. Increases to 4 weeks combined PTO after one year of service
- HRS does not currently offer formal retirement plans, though 5% of employee’s salary will be provided every 6 months in lieu of a retirement plan

Send cover letter and resume to michael@hardwickrescue.org