

POSITION DESCRIPTION

Department: EMS	
Title: Medical Supervisor Officer (MSO)	
Date Created: 10/12/2017	Reports to: Director of Paramedics
Next Review Date: 10/28/2026	Approved by:  Shawn Ottley (Nov 3, 2025 09:32:13 PST) (Administrative Dept. Signature)

POSITION STATUS: ☐ Hourly ☒ Salaried

POSITION SUMMARY

The MSO is responsible for the operations of the EMS department and maintains supervisory responsibility for assigned full-time and per diem EMS personnel in handling emergencies and non-emergencies. Major operations include ensuring operational readiness, response, apparatus, equipment, and station operations. Working under the supervision of the Director of Paramedics and in accordance with LCH policies and procedures, the MSO operates within the Incident Command System during emergencies and must be able to establish command, apply command, apply the command sequence, and perform in all major functional areas when assigned. Additionally, the MSO will be called upon to provide administrative and/or technical support to the Director of Paramedics in a regular or special projects nature. The work schedule will be assigned by the Director of Paramedics and may frequently require exposure to hazardous conditions. The MSO must maintain a current Washington State Paramedic certification and a current, valid Washington State driver's license.

DUTIES & RESPONSIBILITIES

- Ensures operations are active and responsive for emergency and non-emergency care, including EMS Paratransit services.
- Respond as needed to EMS alarms directing medical operations and ensure triage, treatment, and transportation of patients.
- Respond when requested to 911 alarms / Hospital / Clinic / emergencies and perform emergency tasks and duties as assigned.
- Responds and supports non-emergent care, community paramedicine, and community care programs.
- Support EMS, Hospital, and Clinic operations by providing guidance and support for the patients, staff, organization, and community where needed and with collaboration.
- Supervises the cleaning of quarters, equipment and apparatus at all the facilities; inspects on coming personnel and maintains discipline; transmits orders, and information to all on duty personnel.
- Prepares reports, personnel records, time/records, payroll records, requisitions, and other forms for operations. Reports to the Director of Paramedics regarding alarms, supplies and other matters pertaining to the EMS personnel and department function.
- Performs public speaking and presentations as assigned; to include outside customers.
- Research and evaluate medical equipment, supplies, and apparatus including development of specifications and recommendations for acquisitions.
- Manages all EMS facilities, personnel, and equipment as directed by the Director of Paramedics.
- Manages the recovery of medical equipment from hospitals and fire districts.

- Purchases, stocks, distributes, inspects, and takes inventory of medical equipment as assigned.
- Plans, develops, implements, and coordinates EMS department programs including Community Paramedicine and Prevention.
- Maintains employee performance logs and conducts performance appraisals.
- Handles matters pertaining to assignments, grievances, and evaluation of EMS personnel.
- Plans, coordinates, and provides necessary training for EMS personnel.
- Assists with the EMS department's goals, objectives, research, and preparation for the EMS department's operations and budget.
- Supervises personnel training and education requirements.
- Excellent interpersonal skills and oral communication skills for working with employees, leadership, and the community.
- Excellent writing skills to prepare a variety of reports.
- Management skills including leadership/supervisory skills, problem analysis and decision making, planning and organizing, interpersonal sensitivity, management control, adaptability/flexibility, stress intolerance, and time management.
- Ability to properly perform and function under the stress of emergency conditions.
- Thorough knowledge of the field of pre-hospital medical care including organizational, technical, communications, legal and patient care aspects.
- Possesses the ability to establish and maintain effective working relationships with other organizations, other department employees, supervisors, and the general public.
- Mentors and evaluates newly trained or newly hired paramedics and EMTs.
- Ensures that Paramedics and EMTs are working/operating in a safe and prudent manner.
- Maintains current knowledge of the field and responsibilities of a supervisor role through the participation in continuing education.
- Actively contributes to the development and execution of quality improvement strategies and projects that align with organizational goals and regulatory requirements.
- Performs other duties as assigned by the Director of Paramedics.

QUALIFICATIONS

- 5 years of full-time experience as a field paramedic.
- Maintains current certifications to the levels of Washington State Certified Paramedic.
- Obtains and maintains a current Advanced Cardiac Life Support provider (ACLS) certification.
- Obtains and maintains a current Healthcare Provider (HCP) certification.
- Obtains and maintains a current Pediatric Advanced Life Support provider (PALS) certification.
- Obtains and maintains a current Neonatal Resuscitation provider (NRP) certification.
- Obtains and maintains Community Healthcare Worker (CHW) certification within 12 months of hire.
- Obtains NIMS 100,200,700,800 within 12 months of hire.
- Maintains valid Washington State Driver's License.
- Maintains Emergency vehicle operations training.
- Maintains physical agility standards in accordance with policy.
- Other Preferred Qualifications:
 - Undergraduate degree in a related field of study
 - Bilingual (Spanish preferred)
 - Adult Mental Health 1st aid certified
 - Child Mental Health 1st aid certified
 - Motivational Interviewing certified

- Chronic Disease Self-Management Instructor
- SEI- Senior EMT instructor
- HCP/ 1st aid- instructor
- Adult Mental Health 1st aid
- Child Mental Health 1st aid
- Motivational interviewing
- Chronic Disease Self-Management Instructor
- SEI- Senior EMT instructor
- PHTLS, ACLS, PALS, NRP- instructor
- Critical Care Paramedic Certified
- Community Paramedicine Training
- Digital navigator
- Addiction Recovery Coach
- NIMS 300
- NIMS 400



Our Values

The Values at Lake Chelan Health provide fundamental guidance to all staff in creating an exemplary patient experience and a wonderful environment for staff to care for our community. The Values of Lake Chelan Health ensure we consistently meet our Mission: *To Provide the highest quality healthcare with compassion and respect to the community we serve.* The Values at Lake Chelan Health Support our just culture – one of an accountable organization, that develops strong systems, treats all staff with respect and equity, and encourages employees to take responsibility for their choices while reporting errors and system vulnerabilities. Our values guide the way we interact with our employees across all levels and disciplines – framing the way we interact with our patients.

Vision: To improve community health and make our region a better place to live.

Mission: To provide the highest quality healthcare with compassion and respect to the community we serve.

Values: Relationships, Integrity, Compassion, Respect, Excellence

Relationships

We hold relationships as a foundational value for all interactions. We seek first to understand in all relationships- patients, coworkers, and our community.

At Lake Chelan Health we will:

- Place the highest value on developing and maintain sincere relationships with those we interact with.
- Expect more from ourselves than we expect from others.
- Empower each other to carry out tasks and actions.
- Foster growth and improvement in our peers and our teams
- Include those closest to the problem when making decisions.
- Create a working environment that encourages working to the "top of one's license"
- Seek to create a working environment that we enjoy, and patients trust.

Integrity

We demonstrate strong behavioral and ethical standards. We are accountable to our patients, our peers, and our community to these high standards in all our actions.

At Lake Chelan Health we will:

- Always do the right thing for our patients and their families.
- Work to earn the trust of those we serve.
- Communicate in an open and honest manner with the highest of ethical standards.
- Trust others while seeking, allowing, and expecting open and honest feedback.

Compassion

We treat every interaction with compassion, valuing every experience and story that our patients and their families bring with them. We seek to heal the whole person.

At Lake Chelan Health we will:

- Treat each patient, family, and caregivers with kindness and caring.
- Be respectful and understanding of the needs of our diverse community.
- Treat all of those we serve with humility, equity, and understanding.
- Provide care with grace and humanity.

Respect

We place a priority on equality and inclusion on a daily basis, honoring the dignity and worth of each individual.

At Lake Chelan Health we will:

- Honor our differences, regardless of issue.
- Celebrate the accomplishments of those we work with.
- Interact with humility and understanding.
- Be open minded and appreciate the perspectives and life experiences of all.
- Acknowledge and celebrate diversity in our community and our organization.
- Encourage transparency – encourage constructive identification of problems and take concerns directly to those involved.
- Communicate expectations clearly, dealing with content not assumptions.

Excellence

We demonstrate a full commitment to providing the highest level of quality and value in all aspects of our work, including operational, clinical, governance, financial, and relational.

At Lake Chelan Health we will:

- Expect quality and excellence for ourselves and those we interact with.
- Exemplify a just culture by focusing on improving systems – and treating staff equitably.
- Report errors, systems issues and provide solutions to improve, and not blame.
- Seek opportunities for continuous improvement in all our works.
- Use education and training as the foundation for improvement.

PHYSICAL REQUIREMENTS ANALYSIS

Department: EMS

Job Title: Medical Supervisor Officer (MSO)

Mark all responses using the following codes:

N = Never

O = Occasionally, represents 1 to 33% or 1 to 2 hours of an 8-hour workday

F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

N	O	F	C	PHYSICAL ACTIVITY
☐	☐	☒	☐	Walking
☐	☐	☒	☐	Sitting/Standing
☐	☐	☒	☐	Reaching: Shoulder Height
☐	☐	☒	☐	Above Shoulder Height
☐	☐	☒	☐	Below Shoulder Height
☐	☒	☐	☐	Climbing
☐	☐	☒	☐	Pulling/Pushing: 25 pounds or less
☐	☐	☒	☐	25-50 pounds
☐	☐	☒	☐	Over 50 pounds
☐	☐	☒	☐	Lifting: 25 pounds or less
☐	☐	☒	☐	25-50 pounds
☐	☐	☒	☐	Over 50 pounds
☐	☐	☒	☐	Carrying: 25 pounds or less
☐	☐	☒	☐	25-50 pounds
☐	☐	☒	☐	Over 50 pounds
☐	☐	☒	☐	Crawling/Kneeling
☐	☐	☒	☐	Bending/Stooping/Crouching
☐	☐	☒	☐	Twisting/Turning
☐	☐	☒	☐	Repetitive Movement

PHYSICAL EXPOSURE: (mark where applicable with "X")

☒ Unprotected heights

Harmful physical agents:

Lighting: ☒ Bright

☒ Heat/Cold

☒ Dim

☒ Noise

☒ Mechanical hazards

☒ Ionizing/non-ionizing radiation

☒ Hazardous substances

☒ Infectious diseases

ACCEPTABLE MINIMUM PHYSICAL ABILITY:

Vision:

☐ Good

☒ Correctable

☐ Blind

Color Vision:

☐ Normal

☒ Impaired

Hearing:

☐ Normal

☒ Moderate Loss

☐ Deaf

Manual Dexterity:

☐ Good

☒ Fair

Talking/Speech:

☒ Normal

☐ Moderate Loss

☐ Mute

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.

EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description, and I am able to perform the job functions and meet the physical requirements without restriction(s):

Employee Signature

Date

Job Description: MSO Oct 2025

Final Audit Report

2025-11-03

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By:	Ruby Sylvester (rsylvester@lcch.net)
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