

# *Twin City Ambulance*

555 Commerce Drive, Amherst, New York 14228

Emergency Calls (716) 692-2100 ● Business Calls (716) 692-2342 ● Fax (716) 692-3297

## **Comprehensive Quality Improvement (CQI) Manager Position Available**

Title: Comprehensive Quality Improvement (CQI) Manager

Class: Exempt / Full Time

Hours: 40+ hours/week

### Description:

We are looking for a CQI Manager to join our team. This person will oversee the QA/QI Program and fulfill related functions. If you are a highly motivated professional looking for an outstanding opportunity with a growing company, we encourage you to apply.

### Applicant Requirements:

- New York State Certified EMT-Paramedic
- Knowledge of New York State and WREMAC patient care protocols
- No major protocol / policy violations
- A positive attitude and desire to learn
- Ability to act independently and as part of a team to achieve company goals
- Knowledge of, and experience with, computers and Microsoft products
- Initiative and ability to set and obtain goals without direct supervision
- Excellent written and verbal communication skills

### Preferences:

- Bachelor's degree
- Advanced EMS education
  - AAS in emergency services or related field
  - CLI / CIC
  - EMS Course Instructor (CPR, ITLS, etc.)
- Leadership experience
- Organization experience
- Experience with Crystal Reports

### Responsibilities:

- Oversee QA/QI program including, but not limited to:
  - Review of PCRs
  - Review of CDARs and controlled substance administration
  - Regularly meet with employees to review and improve employee performance
  - Remedial training of employees, as necessary
  - Identify trends and help inform the Company's strategic planning decisions
- Help educate newly hired and newly certified employees
- Employee relations

- Enforcement of policies

Benefits:

Competitive salary, health insurance, dental insurance, life insurance, 401(k), flexible schedule.

Contact:

Interested applicants should send resume and cover letter via e-mail to:

Tim Frost at [tfrost@tcaems.com](mailto:tfrost@tcaems.com)

Applicants must submit all application materials no later than 2359 on Sunday, July 19, 2015. Applicants who submit materials after the deadline will not be considered.

Only the most qualified applicants will be selected for the interview process. Submission of an application does not guarantee an interview. Interviews will be scheduled after the closing of the application period.

Questions about this opportunity can be addressed to Tim Frost at the above e-mail address or by telephone at (716) 692-2342 ext 121.