



TOLLAND COUNTY MUTUAL AID FIRE SERVICE INC.

56 TOLLAND GREEN P.O. BOX 6 TOLLAND CT. 06084

Proudly serving since 1950

Dispatch – 860-875-2543 Executive Director – 860-872-2421 Finance Director – 860-871-8684

Fax – 860-872-0382



Employment Opportunity

Quality Assurance Administrator

Tolland County Mutual Aid Fire Service Inc. is seeking applicants to fill the part time position of Quality Assurance Administrator. The Quality Assurance Administrator is responsible for the oversight of the Comprehensive Quality Assurance Program to include the administration and audit of QA policy compliance to insure the mandatory QA reviews are completed, conducting in depth review of incidents as requested and/or outlined in policy, and the administration of forms and databases associated with the program.

The actual assigned shift will be determined based on the needs of the Service and at Management's discretion. For a complete detailed explanation of duties refer to the attached description.

Application deadline is at close of business on Friday August 4th 2017 at 1600 hrs.

Applicants are required to submit a detailed letter of intent and resume to:

Tyler F. Millix Executive Director
Tolland County Mutual Aid Fire Service, Inc.
56 Tolland Green
P.O. Box 6
Tolland, CT 06084
tmillix@tollandcounty911.org

Tolland County Mutual Aid Fire Service Inc. (TN) is an equal opportunity employer, dedicated to a policy of nondiscrimination in employment on any basis prohibited by law. TN considers applicants for all positions without regard to race, color, religion, gender, national origin, age, disability, marital status, veteran status, sexual orientation or any other legally protected status.



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POSITION DESCRIPTION

Class Title: Quality Assurance Administrator
Group: Administration
FLSA: Exempt
Effective Date: TBD

GENERAL DESCRIPTION/DEFINITION OF WORK

The Quality Assurance Administrator (QAA) is responsible for the oversight of the Comprehensive Quality Assurance Program to include the administration and audit of QA policy compliance to insure the mandatory QA reviews are completed, conducting in depth review of incidents, as requested and/or outlined in policy, and the administration of forms and databases associated with the program. The QAA shall maintain appropriate documentation when, in the normal course of business, case reviews are not conducted pursuant to established agency and/or protocol criteria. Such incidents should be limited to events creating extenuating or exigent circumstances within a specified timeframe that occurred to prevent case reviews. The QAA will work to identify and analyze industry trends and solicit employee input to revise the QA and workflow processes through Management.

Quarterly reviews, calibrations, and revisions will be performed as necessary for the QA process to maintain the highest possible level of reliability and integrity among all of the reviewers. Position reports to the Operations Director.

ESSENTIAL JOB FUNCTIONS/TYPICAL TASKS

1. SELECTION OF INCIDENT REVIEW

All Telecommunicators, part-time or full-time, including supervisors, shall be subject to these review processes. Each QA review will include an evaluation of all applicable disciplines (Call-Taking, EMS and Fire Dispatch, as well as routine communications) related to the incident. For example, if a request is made for on the radio traffic of an incident, the initial incoming phone call will also be reviewed, and a QA evaluation will be completed on both the initial incoming phone call and radio dispatch to insure the entire incident was handled appropriately.

a. Random Reviews

A random sampling of 911 communications center calls will be reviewed on a recurring basis to ensure compliance with the standards as well as those outlined in the standard operating procedures of the communications center. In order to provide optimum feedback, the date selected for a review will not exceed seven (7) days prior to the review.

Dedicated 911 and dispatching services for the following communities:

ANDOVER - ASHFORD - BOLTON - COLUMBIA - COVENTRY - EAST WINDSOR - ELLINGTON
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b. Significant Incidents

All Significant Incidents as defined by Management shall be reviewed. These are considered to be low frequency, high risk events. Significant Incidents include, but are not limited to:

- Any call that begins or escalates to a critical or life threatening situation and are taxing for communications resources.
- Working structure fires
- Working technical rescue calls to include hazmat calls

c. Requested Reviews

Any calls for service shall be reviewed if requested by the following persons:

- Telecommunicator who processed the incident (Call-Taker or Dispatcher)
- Communications Supervisor
- 9-1-1 Administration
- Chief of Service
- Public through the process of an inquiry or complaint, within FOI guidelines.

Requested Reviews should be forwarded to the Operations Director. If the supervisory staff receives a complaint on a Telecommunicator involving an incident that occurred during their shift on that same date, he or she may review the call using the appropriate forms. Completing the QA review should not interfere with any operational/immediate actions required by the supervisory staff in order to address the situation or incident, but should be completed as soon as possible.

2. REVIEW PROCESS

All incidents will be reviewed using the same criteria in the same manner. Reviewers shall consistently evaluate calls for service processed by the Telecommunicator in a manner that is objective, fair, and accurate.

- (1) Reviewers shall gather the available records (i.e. CAD reports, recordings, etc.) needed to evaluate all pertinent information and data related to the incident being reviewed.
- (2) The reviewer shall objectively evaluate the information and data, measuring it against the policies and procedures adopted or defined by the center.
- (3) A comment will be noted for each deviation of a standard.

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- (4) An overall summarization of the incident should be noted indicating areas of good performance and areas needing improvement.
- (5) The QAA shall send an internal email to the Telecommunicator and the Lead Telecommunicators of the completed evaluation forms, along with the associated documents, i.e. CAD report, audio recordings, etc.

3. MONITORING QUALITY CONTROL

The QAA is tasked with monitoring the quality control file for patterns and reporting any trends to the Operations Director in writing. Appropriate training and/or progressive disciplinary action will be initiated as warranted. Recordings of unique situations may be retained for training purposes. Quality control reports are retained in the QA database.

If at any time, during the course of completing a review, the QAA discovers a potential significant individual, shift-wide, or center-wide training need and/or policy or procedural review is warranted, it should be documented and forwarded to the Operations Director for further review.

Monthly reports showing the Quality Control Scores for each shift and the center as a whole will be forwarded to the Management Staff and Lead Telecommunicators. Quarterly reports of each individual Telecommunicator will be sent to the Telecommunicator and the Lead Telecommunicators. A memo of Exemplary Performance will also be sent to recognize Telecommunicators with the highest scores. These reports will be used for the purpose of encouraging excellence. Scores assessed on quality controls completed by trainees who have not been formally released from a discipline will not be factored into their individual, overall shift, or center-wide averages.

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4. QUALIFICATIONS

- High School diploma or equivalent
- Possess CT State Telecommunicator Certification
- Basic computer skills, ability to learn advanced computer skills
- Possess or obtain the following APCO Certifications:
 1. Emergency Medical Dispatch Concepts
 2. Emergency Medical Dispatcher Manager
 3. Powerphone EMD Certification

5. SPECIAL REQUIREMENTS:

The description does not constitute an employment agreement between the Tolland County Mutual Aid Fire Service, Incorporated (TN) and the employee and is subject to change by TN as the needs of TN and requirements of the job change.

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