

American Legion Post No. 108 Ambulance Service

Announces an Employment Opportunity for Quality Improvement Coordinator

Starting Salary - Based on Qualifications Current Salary Range
\$110,000.00 to \$140,000.00 Annually
{ \$9,166.67 to \$11,666.67 per month }

American Legion Post No 108 Ambulance Service is an Equal Opportunity Employer

FINAL FILING DATE: Friday, September 12, 2025 (All applications must be postmarked by 5:00 p.m. on September 12, 2025.)

American Legion Post No. 108 Ambulance Service is a 911 emergency ambulance service operating in Amador and Calaveras Counties. It is our mission to continue the relentless pursuit of perfection in quality health care with compassion for our patients while maintaining professionalism, safety and accountability. American Legion Post No. 108 Ambulance Service is a principle-centered organization that values charity, integrity, compassion, honesty and loyalty.

A Quality Assurance Coordinator is responsible for ensuring the quality and effectiveness of prehospital care. They develop, implement, and manage quality assurance and improvement programs to enhance patient care, maintain compliance with regulations and protocols, and optimize system performance.

KEY RESPONSIBILITIES

- Plans, directs, monitors, and evaluates the American Legion Post No. 108 Ambulance Service EMS System in collaboration with system and community providers to provide the highest level of patient care and outcome.
- Plans, monitors, and evaluates quality improvement initiatives
- Develops, manages, and assesses EMS policy and protocol development through management of key EMS committees and meetings
- Meets with EMS Agency staff and partners to identify and resolve problems or conflicts; makes recommendations for final decisions regarding policy, operations, and administrative procedures.
- Requests, collects, and analyzes EMS data from hospitals, prehospital providers, and other programs for the monitoring of EMS quality improvement including preparation of monthly and annual reports.
- Directs the allocation of quality improvement resources to achieve timely outcomes and measurable goals within the quality improvement division; adjusts plans and programs to meet emerging or new programs, while continuing to address major Company priorities.
- Monitors the work of and coaches field staff to improve performance within the Company

- Establishes standards, goals and objectives for EMS system operation. Monitors the system performance through quality assurance and analyzing the "gap" to produce training and recommendations for system improvement; Develops and reviews EMS programs and initiatives to address diversity, equity, and inclusion in the prehospital setting.
- Analyzes and evaluates current and pending legislation related to EMS Programs and make changes as needed.
- Communicates weekly with Medical Director on status of the EMS system in the development, execution, and quality review of EMS system policies and data collection designed to improve patient care and outcomes.
- Works with local partners to provide public education.
- Works with EMS Director to annually submit an EMS System, Quality Improvement, and Specialty Care Plan to the EMS Authority.
- Identifies, documents, and addresses problems, unusual occurrences, and complaints; makes recommendations and/or takes corrective action.
- Requires periodic ride-a longs, inspections and site visits to evaluate the effectiveness of EMS policies and procedures.
- Provides on-call coverage to field operations as needed.
- Performs other related duties as assigned.

KNOWLEDGE AND ABILITY

Knowledge of:

- Pertinent local, State and Federal laws, ordinances and rules
- Mountain Counties EMSA policies and procedures
- Principles and practices of emergency medical care, basic and advanced life support standards and care delivery systems
- Equipment, tools and materials used in providing emergency medical care
- Curriculum development, effective instructional delivery strategies and development of instructional materials
- The Incident Command System
- Computerized data systems and word processing applications
- Techniques for analyzing data and other information and identifying problem areas and interrelationships among items

Ability to:

- Perform and demonstrate Basic and Advanced Life Support Services.
- Develop and implement CQI/Quality Assurance programs.
- Ensure compliance with applicable regulations, protocols, policies, procedures, and standards
- Develop and recommend policies and procedures related to assigned operations.
- Monitor and evaluate the clinical practices of employees.
- Train employees in clinical work methods.
- Coordinate and deliver continuing education programs

- Communicate clearly and concisely, both orally and in writing
- Review, analyze, and interpret records and data and prepare/present related reports
- Oversee data collection, reporting and conduct statistical analysis on that data
- Maintain the confidentiality of sensitive information and files
- Write grant proposals and oversee grant project

QUALIFICATIONS

- Possession of Paramedic or Registered Nurse License
- Five (5) years' experience as a continually licensed Paramedic or RN
- Possession of valid California Driver's License
- Incident Command System (ICS) Course Completion; ICS 100, 200, 700
- ***Preferred:*** Possession of a BSN (Bachelor of Science in Nursing) or Possession of a BS (Bachelor of Science in Related Field)

WORKING CONDITIONS

- Individual may be required to occasionally squat, climb, bend, twist, kneel, crawl, reach with arms and use their hands for grasping, pushing, pulling and fine manipulation.
- Individual may be required to frequently sit, stand, walk, and use their dominant hand.
- Individual may be required to occasionally lift up to 25 lbs. at waist level and carry up to 30 lbs. at waist level for a distance of 25 yards.
- Individual may be required to frequently lift up to 10 lbs. at waist level.
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BENEFITS:

We offer a very competitive benefits package:

- Free employee Medical, Dental and Vision care (Company covers 75% of dependent cost)
- Free employee \$100,000 Life Insurance policy
- 401(k) retirement plans with 6.5% to 8.5% employer match
- 8 Paid Holidays
- Paid Time Off accrual

APPLICATION & SELECTION PROCEDURES

TO APPLY: Submit completed American Legion Post No. 108 Ambulance Service Employment Application, resume, and response to Supplemental Questions to:

American Legion Ambulance, 11350 American Legion Drive, Jackson, CA 95642
Attn: Michelle Tyer, President, CEO

Completed application materials must be postmarked by 5:00 p.m. on Friday, September 12, 2025, in order to be considered. Completed application packets will be evaluated to determine those applicants' best meeting the Company's needs. Successful candidates will be contacted for oral interviews.

For more information or to receive application materials, see our web site at www.alpost108.org or contact Michelle Tyer at mtyer@alpost108.org.

SUPPLEMENTAL QUESTIONS

Responses to these Supplemental Questions must be submitted with your application materials. Applications received without a Supplemental Question Response will not be considered.

1. Describe your experience developing and implementing quality assurance plans specifically within an EMS agency or system.
2. Describe a challenging quality issue you've encountered in an EMS setting. How did you identify the root cause, implement corrective actions, and measure the impact of those actions?
3. How would you handle a situation where a critical defect or near miss occurred that led to an adverse patient outcome? What steps would you take to address it and prevent recurrence?
4. How would you approach a situation where there is resistance to adopting a new quality improvement initiative from EMS personnel?
5. Describe your experience with staff development and training in quality assurance within an EMS context. How would you ensure ongoing competency and continuous learning for your team?
6. How would you integrate emerging technologies or new research findings into your EMS quality assurance program to enhance effectiveness