



Your Life. Our Mission.

New England Life Flight, Inc.
Personnel Policies

I. POSITION Director of Base Operations

II. PRIMARY PURPOSE

Under the direction of the Chief Operating Officer – Clinical, responsible for day-to-day operations and operations personnel. The schedule will largely be administrative time but will include a minimum of two transport shifts per pay period. The Director of Base Operations participates in Administrator-on-Call group with associated responsibilities.

III. ESSENTIAL DUTIES

- A. All essential duties of a Critical Care Transport Nurse or CCT Paramedic Specialist.
- B. Responsible for oversight and development of Base Management Team.
- C. Conduct weekly meetings with direct reports – weekly meetings to include minutes, agendas, timeline, and progress status format.
- D. Responsible for oversight of operations personnel and sign-off of evaluations.
- E. Facilitate operational efficiency, readiness, and coordination with all service lines.
- F. Participates in AOC group responsibilities including active monitoring of case load, logistics and feedback to communications team.
- G. Representation on all internal committees as appropriate.
- H. Representation on regional and local EMS committees.
- I. Represents BMF at public relations events, BMF Board subcommittee meetings, consortium hospitals, and educational forums with cities, towns, and community hospitals.
- J. Sign off on and process biweekly payroll data for operational staff.
- K. Approve expense reimbursements, tuition assistance, and conference requests for operational staff.
- L. Responsible for annual internal operational goals and quarterly progress reports to Chief Operating Officer – Clinical.
- M. Final review and responsibility for all operational scheduling (nurses/paramedics) and AOC call schedule.
- N. Determine areas for operational standardization, design format for implementation and hold supervisors accountable for follow through on implementation.
- O. Develop, implement, and revise general operational policies.
- P. Responsible for maintenance and primary gatekeeper of the master Operational Policies and Procedures Manual.
- Q. Work with Chief Human Resource Officer and Base Management Team to develop management strategies for personnel oversight and feedback delivery.
- R. Work with the Chief Financial Officer and Chief Operating Officer - Clinical to develop short-term and long-term budgetary plans in respect to capital equipment purchases, operational and programmatic expenses.
- S. Projects as assigned by Chief Operating Officer - Clinical.

BOSTON Med Flight

Your Life. Our Mission.

IV. Performance Expectations

- A. Regular, predictable office hours
- B. Information flow to Chief Operating Officer – Clinical.
- C. Unrestricted travel.
- D. Shift coverage to support system operational needs.

V. QUALIFICATIONS

- A. Must meet or exceed Critical Care Transport Nurse or CCT Paramedic Specialist qualifications.
- B. Must demonstrate comprehensive understanding of organizational philosophy.
- C. Must be computer literate to include spread sheets and word processing software application.
- D. Must have predictable weekday scheduling capability.
- E. Must be able to maintain peer accountability, be an effective problem solver and maintain professional demeanor and confidentiality at all times.
- F. Must be organized, accountable and an effective communicator.
- G. Must be able to read, speak, write, and comprehend the English language without restriction.

VI. PHYSICAL EXAM

- A. Class I employment physical required.

VII. NOTES

Massachusetts CORI and FBI background check will be performed prior to employment.

How to Apply:

Please visit our career center by clicking [here](#) to submit an application and résumé.

Or mail to:

Human Resource Manager
Boston MedFlight
150 Hanscom Drive
Bedford, MA 01730

Please also provide 3 letters of recommendation as well as copies of your certification and licenses. Letters of recommendation should be sent directly to the Human Resource Manager at the address above or to HR_Dept@bostonmedflight.org.

For More Information

Please visit our website to get more information about current job opportunities and our program:
www.bostonmedflight.org

Orig. 10/08, Updated 11/2014;11/2018, 03/2023

Page 2 of 2