

Assistant Program Manager

OEMS Region 3 – Shenandoah Valley Emergency Medical Services Council

The Northern Virginia Emergency Response System (NVERS) is soliciting applications for the position of Assistant Program Manager – Shenandoah Valley EMS Programs for OEMS Region 3.

OEMS Region 3 includes the following service areas: **Counties of:** Bath, Highland, Augusta, Rockbridge, Rockingham, Page, Shenandoah, Frederick, Warren, and Clarke; and the **Cities of:** Buena Vista, Harrisonburg, Lexington, Staunton, Waynesboro, and Winchester

This full-time, salaried position reports to the Manager – Shenandoah Valley EMS Programs and serves as the Manager's principal support in the day-to-day operation of the Council. The position requires routine, non-overnight travel in OEMS Region 3. The salary range for the position is \$75,000 - \$105,000.

Position Summary

The Assistant Program Manager works in direct partnership with the Manager – Shenandoah Valley EMS Programs to advance the Council's mission across OEMS Region 3. This position takes the lead on regional performance improvement (PI) initiatives, including coordination and support of PI committees, PI related research, and PI related training initiatives. The Assistant Program Manager assists with coordinating meetings and training activities, and supports public relations and community outreach activities. The Assistant Program Manager provides administrative support to the council office, which may include, but is not limited to, assisting the coordination of AHA training center documentation and training coordination, knowledge capture and meeting minutes, answering phones, and greeting guests.

Roles and Responsibilities

Include, but are not limited to:

- a. Lead regional performance improvement (PI) activities, including data collection, trend analysis, and preparation of PI reports for the Council, Advisory Committee, and OEMS.
- b. Assist with coordination and scheduling of meetings, trainings, and special events, including logistics, materials, meeting minutes, and follow-up documentation.
- c. Work with NVERS staff to develop public relations and outreach resources, including but not limited to the regional EMS awards program, EMS week recognition, and the continuing education symposium.
- d. Draft agendas, committee and working group minutes, newsletters, briefing materials, and correspondence in the appropriate timeframe.
- e. Assist with tracking OEMS compliance reporting, grant deliverables, and project timelines.
- f. Represent the Council at assigned meetings, regional/state committees, and public forums as otherwise.
- g. Support activities related to the AHA Training Site, including course coordination, instructor outreach, document management, and liaison with the Training Center Coordinator.
- h. Assist with inventory management records and equipment/resource tracking for Council programs.
- i. Represent the Manager – Shenandoah Valley EMS Programs on operational matters, as needed, to ensure continuity of Council business.
- j. Perform other duties as assigned by the Manager – Shenandoah Valley EMS Programs or the NVERS Director of EMS Programs.

Essential Knowledge, Skills, and Abilities

- Working knowledge of the emergency medical services (EMS) system in Virginia, including the Office of EMS structure, regional EMS councils, and applicable state regulations.
- Familiarity with performance improvement methods and data-driven reporting in an EMS or healthcare setting.
- Strong event planning, scheduling, and logistics coordination skills.
- Excellent written and verbal communication skills, including experience with public relations, community outreach, and stakeholder correspondence.
- Comfort representing an organization publicly, including at meetings, community events, and with media or partner agencies.
- Strong organizational skills with the ability to manage multiple projects and deadlines with minimal supervision.
- Ability to develop and maintain cooperative working relationships with EMS agencies, hospitals, local governments, and OEMS staff.
- Proficiency with Microsoft Office applications, and familiarity with website/social media platforms and basic design or communications tools.
- Ability to exercise sound judgment and discretion when acting on behalf of the Manager or representing the Council.
- Ability to travel, as needed, in support of Council programming and meetings.

Minimum Qualifications

- Bachelor's degree in healthcare administration, public health, public administration, communications, or a related field preferred; four (4) or more years of progressive experience in EMS, healthcare administration, public relations/outreach, or program coordination may be substituted for the degree requirement.
- Minimum two (2) years of experience in EMS, healthcare administration, public relations/outreach, program coordination, or a related field.
- Valid Virginia driver's license and reliable transportation.
- Virginia EMT-Basic (or higher) certification, or willingness to obtain within 12 months of hiring.
- A criminal background check may be required.

Physical and Work Requirements

- Ability to travel routinely, without overnight stays, throughout OEMS Region 3 for meetings and events.
- Ability to attend occasional evening and weekend events in support of Council programming.
- Ability to lift and move event and training equipment as needed.

About NVERS

NVERS is a 501(c)(3) nonprofit organization that supports regional collaboration and capacity building in all facets of emergency preparedness and response. NVERS is the designated regional emergency medical services council for OEMS Regions 3, 4, and 5. Learn more about NVERS at <https://nvers.org>.

Application Process

Send your resume or CV, and a cover letter, to careers@nvers.org. Applications will be reviewed on a rolling basis. The position will remain open until filled, with priority consideration given to applications received by November 4, 2026.