



### CHIEF PARAMEDIC/DIRECTOR, EMERGENCY AND TRANSPORTATION SERVICES

#### POSITION SUMMARY

The Chief Paramedic/Director, Emergency and Transportation Services is accountable for the overall operations, management and administration of Emergency and Transportation Services including Frontenac Paramedic Services, Marine Services and Emergency Management for the County. The Chief Paramedic/Director participates as a member of the Senior Leadership Team jointly responsible for corporate policy development and implementation of the strategic plan. The Chief Paramedic/Director will carry out the duties in alignment to the organization's mission, vision and values, and work to further its priorities.

#### SUPERVISION RECEIVED

Works under the supervision of the Chief Administrative Officer.

#### SUPERVISION EXERCISED

The Chief Paramedic/Director's direct reports include:

- Deputy Chief of Operations
- Deputy Chief of Performance Standards
- Marine Services Supervisor
- Executive Assistant

#### CORE COMPETENCIES

- Demonstrates the core Corporate competencies: Professionalism, Respect and Integrity; Client Service Orientation; Accountability, Commitment and Perseverance; Communication, Innovation/Process Improvement and Teamwork
- Demonstrates the core Leadership competencies: Corporate Accountability, Leading People and Personal Effectiveness/Emotional Intelligence

#### KEY RESPONSIBILITIES AND ROLE EXPECTATIONS

##### Operational Leadership

- Performs the responsibilities of the position within the legislative and regulatory standards set out in the applicable Federal, Provincial, and Municipal statutes; performs the responsibilities of the position consistent with the operational policies of the County

- Plans, directs and organizes the efficient and effective delivery of land ambulance and marine services within the County of Frontenac
- Conducts continuous research, review and analysis, and liaises with internal and external stakeholders and partners to maximize the operational and administrative function of Emergency services
- Monitors the compliance of operations, service and care delivery, and maintenance in accordance with the County's policies, the Ambulance Act, MOHLTC, other applicable legislation, and recognized industry best practices and professional standards
- Develops and implements policies, operational procedures and practices and ensures compatibility and compliance with legislation and the County's goals and objectives
- Oversees the responsibilities of Community Emergency Management Coordinator and ensures the development and on-going updates of the County's Emergency Plan and ensures periodic emergency preparedness exercises are conducted
- Develops and promotes effective public/community relations by establishing a co-operative working relationship with fire and police services, Base Hospital, Central Ambulance Communications Centre, other ambulance services and municipalities and the Ministry of Health and Long-Term Care
- Represents the interests of the County at Ontario EMS Directors and Managers meetings as well as Eastern Ontario Regional EMS Directors meetings
- Develops, implements and maintains an Emergency Plan for the County of Frontenac

#### Staff Leadership

- Creates a high performance environment by setting clear, realistic goals and work plans and providing open and consistent feedback and coaching
- Monitors and evaluates performance of directly reporting staff; holds staff accountable for goal achievement and results, promoting learning, and personal growth
- Mentors directly reporting staff, and provides an engaging environment where team members are motivated to achieve goals
- Collaborates with Human Resources to attract, hire and retain top talent
- Works to build an inclusive and productive continuous improvement environment that promotes collaboration, teamwork; setting performance standards and providing relevant feedback
- Recognizes and celebrates the successes of individuals and teams
- Inspires teams by promoting a compelling vision for the organization of trust, credibility, respect and openness committed to the goals, objectives and mission
- Engages team input and facilitates their involvement in decision making and planning
- Champions people management strategies and implements systems to ensure the creation of high performance teams
- Inspires others to define new opportunities and continuously improve the organization
- Encourages and values diversity in the organization's talent base

- Implements effective strategies to increase resiliency and the resiliency of the team

#### Financial Management

- Develops and manages the assigned department budget(s), identifying potential variances and taking corrective action
- Operates in a fiscally responsible manner and identifies opportunities for cost savings

#### Health & Safety

- Protects own health and safety and the safety of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding occupational health and safety
- Ensures directly reporting staff are trained in health and safety and where appropriate, wear the applicable Personal Protective Equipment (PPE) while in the workplace
- Follows all guidelines for employees and employers as legislated under the Ontario Occupational Health and Safety Act

#### Other Duties

- May be required to perform the duties as outlined for Superintendent of Operations
- Fulfills responsibilities of County Emergency Management Coordinator as needed
- Completes other duties as assigned

***The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all of the work requirements that may be inherent in this classification***

#### **EDUCATION AND EXPERIENCE:**

- Post-secondary diploma in Health Sciences or related field with preference given to Paramedic qualifications; degree preferred
- An equivalent combination of relevant education and progressively responsible work experience may be considered
- Minimum of eight (8) years of senior management experience in Emergency Health Services including experience in policy and procedure development and implementation, budget preparation and management

#### **KNOWLEDGE, SKILLS & ABILITIES:**

- Advanced working knowledge of all applicable legislation, regulations and current practices pertaining to emergency planning and ambulance services in Ontario, as well as an understanding of policies and legislation affecting municipal government that impact functioning in the role
- Demonstrated ability to think strategically and translate strategy into action
- Demonstrated critical thinking skills by systematically obtaining and assessing relevant information, utilizing reflective reasoning and taking action in decision

making, with a realistic understanding of the issues and the impact of decision on the department/County

- Demonstrated strong interpersonal and communication skills, both written and verbal, and ability to communicate complex information to a diverse audience base; fosters open communication
- Demonstrated ability to initiate and lead change within the department, promoting and applying innovative methods and solutions to situations through a continuous process improvement mindset
- Demonstrated commitment to leading organizational continuous improvement, preferably in a LEAN/Six Sigma environment, including development and reporting of performance measures
- Demonstrated commitment to paramedic health and wellness through the implementation of programs and system improvements
- Demonstrated labour relations skills and leadership in a unionized environment
- Demonstrated political acumen, including the ability to work effectively with Provincial, City and Township Council's in the implementation of effective service delivery to citizens
- Demonstrated ability to prepare and present detailed and sensitive information to staff, leadership and Council members
- Demonstrated leadership skills including effective mentoring, coaching, counselling and conflict management skills
- Demonstrated ability to provide an engaging work environment where staff are motivated to set and achieve or exceed challenging goals
- Demonstrated ability to create high performance teams with a focus on quality and service excellence
- Demonstrated ability to promote education, development and learning with staff
- Demonstrated respect for individual differences and competencies
- Demonstrated strong organizational skills and the capacity to multi-task in a fast-paced environment, responding with flexibility to changing priorities
- Demonstrated personal effectiveness in navigating organizational politics, building resiliency, encouraging work life balance and being aware of own strengths and limitations
- Demonstrated professional work ethic and behaviours in interaction with internal and external contacts and the ability to express ideas clearly and concisely with ease and confidence in a professional, consistent and positive manner
- Demonstrated ability to adhere to confidentiality while exhibiting discretion and good judgement
- Proven willingness to learn and acquire new information and skills
- Demonstrated commitment to client-centered service and care
- Demonstrated ability to manage projects and timelines
- Demonstrated ability to be a team player who is able to establish and maintain effective working relationships with employees, clients, patients and the public
- Ability to prepare accurate and detailed records and reports
- Advanced computer proficiency using Microsoft Office Suite of products including Word, Excel, PowerPoint, Outlook, and the ability to use database management applications

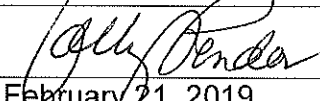
- Demonstrated understanding and commitment to health and safety policies, procedures and applicable legislation
- Demonstrated ability to attend work on a regular basis
- Must hold a valid Class "G" driver's license
- Satisfactory Criminal Reference Check
- Demonstrated ability to meet the physical demands of the position

**WORKING CONDITIONS:**

- Potential exposure to conflict
- Varied hours of work to meet the operational demands of the position
- Periods of time sitting in meetings, viewing a computer monitor and keyboarding
- Intermediate level of concentration is required to analyze and interpret data and information and prepare reports
- Multi-tasking environment and necessity to meet deadlines on a regular basis
- Occasional travel

**COMPENSATION:**

- Probationary period of six (6) months
- Remuneration at the Band D non-union grid level

<b>Manager Signature:</b>	
<b>Date:</b>	February 21, 2019

