

EXTERNAL POSTING



**THE UNITED COUNTIES OF LEEDS AND GRENVILLE
Paramedic Service**

invites applications for:

Deputy Chief of Paramedic Service

Status: Permanent Full-Time

Hours of Work: Eighty (80) hours bi-weekly

2020 Salary: \$111, 816 to \$126,162 annually

Location: Brockville, Ontario

POSITION SUMMARY:

Under the direction of the Paramedic Services Chief, the Deputy Chief oversees the day to day operations of the Leeds and Grenville Paramedic Service. This includes providing guidance and leadership to the Commander, Professional Standards and Training, Paramedic Supervisors, the Administrative Assistant as well as the Paramedics.

The Deputy Chief ensures the fleet, equipment, buildings and communications are functioning smoothly to ensure the effective and efficient delivery of Land Ambulance Services in Leeds and Grenville. Further, the Deputy Chief is part of the senior management team with the United Counties and will assist in the development, promotion and implementation of the United Counties and Division's mission, goals, objectives, programs and services.

QUALIFICATIONS:

Education, Certification & Licenses

- The equivalent of a post-secondary degree or diploma preferably in Business Administration, Emergency Management, or related field.
- AEMCA and maintain certification through RPPEO in symptom relief and SAED.
- Occupational Health and Safety Certification or a willingness to obtain within one year of employment
- Valid Ontario Class "F" Driver's License is required.

VACANCY #:	PS-20-012 Deputy Chief, Paramedic Service
POSTING DATE:	Thursday, February 6th, 2020 (4:00 p.m.)
CLOSING DATE:	Thursday, February 27th, 2020 (4:00 p.m.)



Experience

- Minimum of five (5) years of management/supervisory experience in a unionized emergency services setting.

Knowledge

- Knowledge of inventory control and maintenance

Skills & Abilities

- Ability to establish and maintain good working relations with staff, other departments, law enforcement and the general public including, fire services and health care facilities.
- Ability to effectively manage staff, equipment, facilities and operations associated with multiple site locations.
- Excellent analytical, problem solving, negotiation and presentation skills.
- Professional competencies related to communication, life long learning, public relations and health environment awareness
- Strong customer service and interpersonal skills to interface with internal and external clients and consumers in a professional manner.
- Strong organizational skills; detail oriented and able to prioritize multiple complex tasks and activities meeting conflicting priorities and timelines.
- Ability to work independently (with minimal supervision) within a team-delivered organizational model.
- Computer literate in relevant technologies including working knowledge of MS Office and variety of software and database applications and will be required to learn new technologies and tools as they evolve.
- Must be in good physical condition to perform emergency calls if required.

KEY POSITION RESPONSIBILITIES:

Labour Relations and Personnel Management (approximately 50%)

1. Reporting directly to the Chief, provide a planned, consistent and collaborative approach to enable the department to ensure efficient operation of the paramedic service.
2. Provide day to day supervision, training, coaching and mentoring of the Paramedic Supervisory and Administrative Staff.

VACANCY #:	PS-20-012, Deputy Chief, Paramedic Service
POSTING DATE:	Thursday, February 6th, 2020 (4:00 p.m.)
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3. Ensures performance standards of the Service are met through delegating and assigning work to Supervisors and Paramedics. Ensures that all documentation is being completed as per the Ministry of Health and Long Term Care documentation standards. Reviews and investigates reaction and response times as set by the service.
4. Plan and conduct performance appraisals of the Supervisors, Commander and the Administrative Assistant and oversees the performance evaluations of all Paramedics.
5. Oversee the scheduling of staff through the Administrative Assistant.
6. Enhance a strong team culture with a positive attitude and natural tendency to help others meet goals and be successful.
7. Provide advice and guidance to the Supervisors on operational and personnel issues. Meet with Supervisors regularly and conducts periodic station visits to ensure compliance with policies, procedures and legislated requirements.
8. Assists with the recruitment of new paramedics, in coordination with the Commander, Professional Standards and Training and the Human Resources Representative.
9. Oversees the recruitment process for temporary contracts in conjunction with Human Resources and the Administrative Assistant.
10. Demonstrate corporate values at all times and ensure the highest level of professional standards are met and maintained.
11. As a member of the PS Management team, ensures that the Ministry of Health and Long Term Care requirements as per the Ambulance Act and Regulation 257/700, as well as the standards set by County Council are maintained. Assist the PS Chief with the design and strategic direction for continued growth of the ambulance services, ensuring cost effective use of resources, and ensures plans and activities are documented according to policies, procedures and standards.
12. Participates as a member of the management bargaining team. Assists with developing strategies for negotiation with the bargaining unit. Addresses step two grievances as per the collective agreement.
13. Works in conjunction with the Commander of Professional Standards and Training to ensure that staff meet the Ambulance Service Patient Care and Transportation Standards. The Deputy Chief will review completed ambulance call reports with associated incident related documentation.

VACANCY #:	PS-20-012, Deputy Chief, Paramedic Service
POSTING DATE:	Thursday, February 6th, 2020 (4:00 p.m.)
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14. Participates as the Management Representative on the Joint Health and Safety Committee.

Inventory Control and Fleet Maintenance (approximately 15%)

1. Responsible for the service stock and equipment program working with the Counties Purchasing Coordinator.
2. Responsible for the service's fleet maintenance, repair and replacement programs. Ensures the fleet maintenance reports and files are maintained.

Communications and Documentation (approximately 30%)

1. Ensures that staff are in full compliance with all policies and procedures for Leeds-Grenville PS, The Ministry of Health and Long Term Care, United Counties, the collective agreement and other applicable legislation or requirements. Ensures that the delivery of services is in compliance and certification requirements.
2. Ensures that all reports and documents are completed and forwarded to the appropriate recipients as required by the Ministry of Health and Long Term Care Documentation Standards.
3. Ensures that all accidents are investigated, and appropriate follow-up and/or remedial action is taken.
4. Prepares monthly reports regarding call volumes response times, off load delay, MEC and CME frequency.
5. Responsible for organization inquiries and investigations in response to the outcomes of audits, public inquiries/complaints, incident reporting, Ministry of Health and Long-term Care investigations, coroner's inquiries/inquests, litigation, subpoena, or internal reporting mechanisms and report findings/recommendations to the Chief.
6. The primary contact with Central Ambulance Communication Centre on operational issues.
7. Responsible for the communication and technical support requirements of the service.

VACANCY #:	PS-20-012, Deputy Chief, Paramedic Service
POSTING DATE:	Thursday, February 6th, 2020 (4:00 p.m.)
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8. Acts as the Service liaison with police, fire, hospital and long term care facilities with operational issues.
9. Responsible for ongoing review and updating of deployment plan
10. Attend conferences, training sessions and seminars to keep abreast of changes/trends in areas of responsibility, as directed by the Chief.

General (approximately 5%)

1. Responds to major calls and emergency situations and coordinates through the Incident Management System (IMS) at site as required in conjunction with the Chief.
2. Functions as secondary duty officer on a rotational schedule.
3. Participates in annual budgeting process. Responsible for the operational budgets as per Paramedic Service and County procedures. Ensures that the operational budget is maintained within the budgeted levels.

Other related duties, as requested and required.

LEGISLATIVE REQUIREMENTS:

- Performs the responsibilities of the position within the legislative and regulatory standards set out in the applicable Federal and Provincial Legislation, By-Laws and Operational and Human Resource policies and codes of the United Counties of Leeds and Grenville.
- Ensures a high level of respect for confidentiality for both the organization as a whole and staff as per the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) the Personal Information Protection and Electronic Documents Act, the Personal Health Information Act (PHIPPA), the Ministry of Health and Long Term Care Act and its Regulations.
- Protects own health and health and safety of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding occupational health and safety. Follows all guidelines for employees and employers as legislated under the Ontario

VACANCY #:	PS-20-012, Deputy Chief, Paramedic Service
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Health and Safety Act.

- Fulfills responsibilities according to the Occupational Health and Safety Act, Workplace Safety and Insurance Act, and Workplace Hazardous Material Information System. This includes maintaining a clean, efficient, and safe working environment, recognizing health and safety hazards and reporting incidents.
- As set out in the United Counties of Leeds and Grenville's Emergency Plan, perform duties on the declaration of an emergency.

FINANCIAL & BUDGET RESPONSIBILITIES:

- In coordination with the Chief participates in the preparation of the Paramedic Services Budget.
- Procurement and signing authority for expenditures within budget up to \$25,000.
- Will draft and participate in RFPs (for approval by Chief).

PHYSICAL SKILLS:

- Position requires considerable visual and auditory attention with attention to detail
- Regular use of office equipment with some coordination and speed required where work operations are not constant and there is choice of workflow.
- May require lifting, pulling, pushing of heavy objects.

WORKING CONDITIONS:

- Mostly inside work, in noisy office environment
- Work involves frequent interruptions to respond to employee/customer demands
- Requirement to function as secondary duty officer on a rotational schedule.
- Infrequent overnight trips for training

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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.

Protecting own health and safety and health and safety of others by adopting safe work practices. Reporting unsafe conditions immediately; attending all relevant in-services regarding Occupational Health and Safety; and following all guidelines for employees and employers, as legislated under the Ontario Occupational Health and Safety Act.

Maintaining a high level of confidentiality for the organization, as per the ***Freedom of Information and Protection and Privacy Act (FIPPA)***, the ***Ambulance Act***, the ***Personal Health Information Privacy Act***, and the Ontario Ministry of Health and Long Term Care regulations.

Other related duties may be assigned, as requested and required.

Applications should be marked "**Competition #PS-20-012 (Deputy Chief)**" and submitted online **by 4:00 p.m. on/before Thursday, February 27, 2020** to: <https://careers.leedsgrenville.com>.

Applicant information is collected under the **Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)**, and will only be used for candidate selection.

Accommodation at the United Counties of Leeds and Grenville

The United Counties of Leeds and Grenville is committed to providing a recruitment and selection process that is both inclusive and free from barriers. Accommodations for job applicants with disabilities are available upon request, and will be provided in accordance with the **Ontario Human Rights Code** and the **Accessibility for Ontarians with Disabilities Act**.

Applicants are required, in advance, to make any accommodation request know to Human Resources by contacting the department at 1-800-770-2170 extension 2308 or TTY 1-800-539-8685. Human Resources will strive to provide reasonable and appropriate accommodation for all applicants, during the recruitment and selection process, which will ensure the process is conducted in a fair and equitable manner.

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