



EMPLOYMENT OPPORTUNITY



DIRECTOR OF PARAMEDIC SERVICES

Employment Status:	Permanent, Full-Time
Compensation Range:	\$92.56 - \$108.28 / 35 hours per week
Location:	London, ON
Union/Non-union:	Non-Union Management

POSITION OVERVIEW

Reporting to the Chief Executive Officer, the Director of Paramedic Services is responsible for the planning, delivery, management, and evaluation of paramedic services, as per the direction of the Middlesex-London Paramedic Services Authority Board ("MLPS Board") and Ministry-prescribed regulations and legislated standards, with a focus on optimizing service delivery and minimizing emergency response time through the efficient use of human, physical and financial resources.

The duties of the Director of Paramedic Services include the planning, budgeting, organizing, coordinating, administering, managing and evaluating the Land Ambulance Service as directed by the Chief Executive Officer, MLPS Board, Middlesex County Council, relevant legislation and the appropriate standards of practice.

QUALIFICATIONS

- University degree in a relevant field (Paramedic, Health, Public or Business Administration). An equivalent combination of education and experience may be considered.
- 10 years of progressive leadership experience.
- A thorough knowledge of legislation pertaining to the operation of land ambulance and paramedic services, including but not limited to the Ambulance Act, Occupational Health & Safety Act, Employment Standards Act, Freedom of Information and Protection of Privacy Act, and Personal Health Information Protection Act.

WHY CHOOSE MIDDLESEX-LONDON PARAMEDIC SERVICE?

Middlesex-London Paramedic Service is committed to providing the highest quality of pre-hospital emergency care to the citizens and visitors of Middlesex and London. This is accomplished by meeting and exceeding standards as prescribed by the Ministry of Health. Middlesex-London Paramedic Service currently operates up to 25 units out of 13 stations on a daily basis to respond to requests for service within Middlesex County and the City of London.

At Middlesex-London Paramedic Service, you will have a chance to make an impact in your everyday work and build lasting relationships in the communities in which we live and serve. We offer a culture that values inclusion, diversity of thought, and employee development. We invest in our people to help them leverage their strengths to achieve their career aspirations.

HOW TO APPLY

If you are interested in this opportunity, please submit your cover letter and resume by email to hr@middlesex.ca by **4:30 p.m. on August 9, 2024.**

We thank all applicants who apply, but only those applicants to be interviewed will be acknowledged. Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used for candidate selection purposes only.

WHAT WE OFFER

- Flexible Work Opportunities
- Employee Recognition Events
- Professional Development
- Flex Time/Banked Time-Off
- OMERS Pension Plan
- Health and Dental Benefits
- Employee and Family Assistance Program

VISIT OUR CAREERS PAGE

<https://www.middlesex.ca/departments/human-resources/job-opportunities>

Join our team and build a rewarding career!

Middlesex County is an equal opportunity employer. We are committed to a diverse and inclusive workplace for everyone. Accommodations are available throughout the recruitment process. If you are contacted for an interview, please advise us of any accommodations that may be required. This information will be treated confidentially and only used for the purpose of providing an accessible recruitment experience.



MIDDLESEX-LONDON PARAMEDIC SERVICE NON-UNION JOB DESCRIPTION

POSITION:	Director of Paramedic Services
DEPARTMENT:	Middlesex-London Paramedic Service
REPORTS TO:	Chief Executive Officer/Executive Chair
EFFECTIVE DATE:	July 2024

POSITION SUMMARY

Reporting to the Chief Executive Officer, the Director of Paramedic Services is responsible for the planning, delivery, management, and evaluation of paramedic services, as per the direction of the Middlesex-London Paramedic Services Authority Board (“MLPS Board”) and Ministry-prescribed regulations and legislated standards, with a focus on optimizing service delivery and minimizing emergency response time through the efficient use of human, physical and financial resources.

The duties of the Director of Paramedic Services include the planning, budgeting, organizing, coordinating, administering, managing and evaluating the Land Ambulance Service as directed by the Chief Executive Officer, MLPS Board, Middlesex County Council, relevant legislation and the appropriate standards of practice.

DUTIES & RESPONSIBILITIES

The Director of Paramedic Services specific duties and responsibilities include, but are not limited to, the following:

Leadership & Administration

- Manages, monitors and assigns work to direct reports; provides leadership to staff on all aspects of the land ambulance services.
- Through change management initiatives and personal leadership, develops and fosters culture and values which are compatible with the corporate culture and values.
- Promotes a service-oriented culture and focus within the land ambulance service.
- Develops and empowers staff by giving regular feedback, providing development opportunities, and encourages staff's participating in key decision-making processes, where appropriate.

- Handles issues escalated from subordinate staff.
- Conducts performance appraisals for immediate reports.
- Makes staffing decisions for immediate reports and approves staffing decisions made by reporting commanders/managers.
- Oversees the negotiations of the Collective Agreements and participates in grievance arbitration, as required.

Land Ambulance Service Performance

- Sets and monitors standards for performance and service delivery.
- Ensures that those providing paramedic services meet the applicable Ministry certification requirements.
- Ensures systems are in place to monitor the performance of operations.
- Monitors the operations within the system to ensure high standards of patient care, service quality, cost effective delivery of service, and legislative compliance.
- Monitors the progress of major initiatives and the implementation of projects.
- Implements and evaluates new and existing services.
- Ensures risks associated with the land ambulance service are appropriately managed.
- Reviews and approves service delivery policies and procedures recommendations made by reporting staff.
- Prepares and presents reports to the MLPS Board and Middlesex County Council as required and directed by the Chief Executive Officer.
- Oversees the implementation of external paramedical program and performance agreement standards (CACC Agreement; Base Hospital Agreement; Hospital Nursing Program Agreement; Tiered Response Agreement; external relations, neighbouring EMS mutual aid).

Financial Planning

- Responsible for the MLPS budget in accordance with the MLPS Board, Middlesex County Council and Ministry of Health and Long-Term Care guidelines, which includes conducting necessary research/analysis scheduling expenditures,

analyzing variances and initiating corrective action in accordance with set objectives.

- Develops and monitors annual operating and capital budgets for all costs centres associated with the delivery of land ambulance services.
- Identifies resource requirements to meet required service levels and long-term operations commitments, and to ensure financial soundness and viability of the delivery of land ambulance services.
- Provides justification for budgets to the Chief Executive Officer, MLPS Board and Middlesex County Council for appropriate approvals.

Emergency Planning & External Relations

- Responds to issues and queries raised by the MLPS Board, Middlesex County Council and customer complaints escalated from reporting staff.
- Establishes and maintains business relationships with representative of the Ontario Health agency, CCAC, CACC, base hospital, area hospitals, Ministry of Health and the medical community and other emergency service partners to identify needs; kept abreast of trends to Paramedic Services.
- Participates in joint initiatives/programs, promotes awareness of issues or solicits their support.
- Maintains an integrated ambulance emergency contingency plan and establishes critical and cooperative linkages with all Emergency Services, the County of Middlesex, the City of London, Ministry of Health and Long-Term Care, and affiliated agencies to effectively deal with human and natural disasters.
- Represents the Land Ambulance Service at municipal emergency operations centres for major incidents or disasters.

MINIMUM QUALIFICATIONS

Education & Experience

- University degree in a relevant field (Paramedic, Health, Public or Business Administration). An equivalent combination of education and experience may be considered.
- 10 years of progressive leadership experience

Knowledge, Skills and Abilities

- A thorough knowledge of legislation pertaining to the operation of land ambulance and paramedic services, including but not limited to the *Ambulance Act*, *Occupational Health & Safety Act*, *Employment Standards Act*, *Freedom of Information and Protection of Privacy Act*, and *Personal Health Information Protection Act*.
- Knowledge of management theory and practice as it relates to supervision and personnel management, performance measurement, process improvement, government finances, and budget preparation.
- Strong interpersonal skills that inspire commitment, collaboration and teamwork.
- Strong communication and presentation skills, communicating expertly both internally and externally.
- Ability to resolve conflicts and deal with sensitive or political issues in an effective and timely manner.
- Demonstrated ability to prioritize, multi-task and manage projects, translating vision and strategy into tangible results and outcomes.
- Trustworthy leader who demonstrates openness, trust, ethics and integrity.
- Demonstrates a commitment to the empowerment, development and mentoring of staff.