

Posting # 2011**Title: Commander of Paramedic Services****Division:** Paramedic Services**Department:** Community Safety**Initial Reporting Location:** Lionel E. Lalonde Centre**Job Status:** Permanent Position**Number of Vacancies:** 1**Affiliation:** Non Union**Hours of Work:** 70 hours bi-weekly**Shift Work Required:** On Call Rotation**Range of Pay:** Group 13 - \$3,851.40 to \$4,533.90 bi-weekly (subject to review)**The start date will follow the selection process.**This position is not eligible to work remotely.

A **criminal record check** is required for this position and will be requested by the Hiring Manager should you be the candidate of choice. Please do not submit your criminal record check with your application.

Main Function: Direct and manage the development, implementation and ongoing monitoring of programs related to Paramedic Operations ensuring effective service delivery is in compliance with all relevant legislation, regulations, standards and City of Greater Sudbury (CGS) policy.

Characteristic Duties: Under the general supervision of the Deputy Chief of Paramedic Services.

1. Direct, implement and manage Paramedic Services by ensuring all activities are conducted in accordance with all applicable legislation, regulations, standards, and policy.
2. Responsible to assist in the preparation and execution of an annual business/operational plan covering all mandated services within the delivery of Land Ambulance Services, in concert with the budgeting process.
3. Participate in the implementation, maintenance, and auditing of continuous quality improvement initiatives within Paramedic Services, by analyzing data, identifying issues, and developing and implementing changes. Contribute to summary reports to support quality data/metrics.
4. Responsible to forecast operational requirements, based off of trends, gaps, risk or other parameters.
5. Develop, implement, and evaluate policy and procedures.
6. Provide leadership, coaching, mentoring and guidance to Platoon Superintendents. This will be accomplished by assigning duties, setting priorities and objectives, and ensuring all legislative requirements, standards, policies, processes, and procedures are being uniformly understood and applied by staff.
7. Manage adherence to health, safety, and wellness protocols and systems, ensuring supervisors monitor compliance with mandated health and safety standards, legislation, policies, and procedures relevant to the work.
8. Participate in confidential investigations as needed, including call delays, response time delays and external or internal complaints, vehicle collisions or any other investigation as needed within Emergency Services.
9. Represent Paramedic Services at various community events, committees, working groups and meetings to develop projects, programs, or events. Collaborate with internal and external partners to implement projects and plans (e.g., deployment for special events) as required.
10. Act as a management representative in labour relations issues, including grievance meetings and discipline. Assist in negotiations for collective agreements and grievance settlements.
11. Maintain Labour-Management relations by ensuring compliance with the collective bargaining agreement legislation and CGS policies.
12. Liaise with the Central Ambulance Communication Centre (CACC), hospitals, and allied agencies to ensure daily operating procedures are in compliance with established plans.
13. Advise staff of any pertinent information impacting on daily service delivery, including road closures, detours and general road conditions.

14. Assume on-call duties as scheduled, ensuring an on-call 'Operations Duty Officer' is available 24/7, 365 days a year. Respond to major emergencies on a 24-hour basis and assume Incident Command as required.
15. Act as a Deputy Chief of Paramedic Services as needed.
16. Responsible to direct and supervise the initial EMS response to all multi-agency or major accidents as Incident Command for the Division, ensuring that communication through the chain of command is managed appropriately.
17. Maintain certification as either an Advanced Care Paramedic or Primary Care Paramedic (as applicable) and perform all duties associated with that capacity.
18. Participate in the development and delivery of public education program and public relations programs as required.
19. Ensure adherence to documentation and recordkeeping practices. Work with supervisor and professional standards team to address issues related to quality and accuracy of documentation, and legislative documentation submission.
20. Develop reports for council, senior management, internal and external stakeholders.
21. Prepare and deliver oral presentations to council, senior managers, internal and external stakeholders.
22. Develop and maintain a thorough working knowledge of CGS's Safety Manual and the applicable Provincial Legislation listed therein.
23. Perform other related duties as required.

Qualifications:

Education and Training:

- University degree in a related discipline (e.g., Applied Psychology in Human Behaviour, Health and Society, Psychology, Neuroscience and Behaviour) from a recognized university with Canadian accreditation.
- Current certification as a Primary Care Paramedic in the Province of Ontario.
- Certification as an Advanced Care Paramedic in the Province of Ontario considered an asset.
- Must be eligible to work in the Province of Ontario by the Ambulance Act.

Experience:

- At least three (3) years directly related and progressively professional experience in the supervision, provision, and organization in the delivery of Paramedicine/Land Ambulance.
- At least five (5) years of directly related experience as a Paramedic.

Or

Education and Training:

- Community College diploma in Emergency Care/Paramedicine from a recognized college with Canadian accreditation.
- Current certification as a Primary Care Paramedic in the Province of Ontario.
- Certification as an Advanced Care Paramedic in the Province of Ontario considered an asset.
- Must be eligible to work in the Province of Ontario by the Ambulance Act.

Experience:

- At least five (5) years directly related and progressively professional experience in the supervision, provision, and organization in the delivery of Paramedicine/Land Ambulance.
- At least five (5) years of directly related experience as a Paramedic.

Knowledge Of:

- Thorough working knowledge of all practices and procedures related to the effective operation of ambulance units.
- Familiarity with all applicable legislations and regulations, including by not limited to the Ambulance Act, the Highway Traffic Act and the Occupational Health and Safety Act.

Abilities To:

- Understand and meet the needs of customers.
- Be able to conduct research, best practice and operational reviews, to identify strengths, weaknesses and gaps in performance and to recommend service enhancements.
- Demonstrate the ability to facilitate problem solving and establish innovative and creative ways in which issues can be addressed and resolved.
- Monitor and synthesize information from a variety of sources to establish future directions, research and data collection needs, environmental trends, program elements and resources.
- Must demonstrate ability to obtain Advanced Care Paramedicine, approved by the Base Hospital.
- Work as a member of a team and foster strong working relationships with management, staff, colleagues and external stakeholders.
- Demonstrate interpersonal skills in dealing with the public in a courteous and effective manner.
- Demonstrate strong leadership competences, emotional intelligence, tolerance for change and a balanced life style.
- Demonstrate ability to direct, motivate and train staff.
- Demonstrate ability related to microcomputer software and administrative systems in a Windows environment (e.g. file

maintenance, word processing, spreadsheet and database applications, information input and retrieval).

- Proven ability to exercise sound judgement in emergency situations.

Personal Suitability:

- Mental and physical fitness to perform essential job functions.
- Creative problem solver.
- Strong interpersonal skills with an ability to influence others and work effectively with people representing a wide range of interests.
- Organized, capable of multi-tasking and managing multiple priorities within tight deadlines.
- Innovative and results-oriented approach to service delivery strategies.

Language:

- Excellent use of English; verbally and in writing.
- French verbal skills highly desirable; written skills an asset.

Other Requirements:

- Provide, at own cost, a Criminal Reference Check.
- May require the use of a personal or CGS vehicle on CGS business. Must be physically capable of operating a vehicle safely, possess a valid driver's license, have an acceptable driving record, and personal insurance coverage.

Leadership Competencies:

Tactical Implementation- Non Supervisory II

For more information on leadership competencies, please visit www.greatersudbury.ca/jobs

How to Apply:

If you are viewing this job posting through a website other than the City of Greater Sudbury's, please visit www.greatersudbury.ca/jobs to apply online.

We must receive your resume **before 11:59 p.m. on Thursday, May 9, 2024**. For those providing a French language resume, please also include an English version.

1. Click on the **Apply for Job** button.
2. Follow the step by step application process.
3. Ensure you attached a cover letter and resume. Acceptable file types are:
 - .doc
 - .docx
 - .txt
 - .pdf
 - .rtf
4. Once completed, review your application and click on the **Submit** button.
5. Upon submission of your application, you will get a confirmation on the screen that your application has been successfully submitted. You will also receive an e-mail confirmation to the e-mail address on your profile.

All applicants are thanked for their interest in this position. Only those selected for an interview will be contacted. If contacted, and you require a disability related accommodation in order to participate in the recruitment process you must advise the Hiring Manager.

Live outside Canada or new to Canada?

The City of Greater Sudbury is dedicated to maintaining a fair, inclusive, and equitable work environment and our City welcomes qualified applicants from anywhere. To learn more about working in Canada, visit this webpage: [Applicants Living Outside of Canada \(greatersudbury.ca\)](http://Applicants Living Outside of Canada (greatersudbury.ca))

Contact Us:

For technical difficulties, issues, questions or accommodations with an application made online email myJOBS@greatersudbury.ca