

Job Title: Deputy Chief/Manager, Operations

Halton Region is committed to fostering a diverse, inclusive, and equitable workplace that reflects the communities we serve. We value, welcome and respect the unique perspectives and contributions of all individuals. We encourage applications from Indigenous Peoples (First Nation, Métis, Inuit), Black and racialized persons, persons with disabilities, women, and members of the 2SLGBTQ+ community. Accommodations are available at any point upon request for candidates participating in the selection process.

Halton Region is growing, and so are the needs of our community. Our Paramedic Services are evolving to ensure we continue delivering responsive, high-quality care. Join us as we modernize and strengthen our system for the future.

Over the next 10 years, the Region will be investing significantly in paramedic services, with \$300 million planned for infrastructure (including a new headquarters) and an additional 1400 hours of weekly ambulance staffing. We are committed to delivering high quality paramedic services to the residents, businesses, and visitors of Halton Region. We are searching for an enthusiastic and visionary leader to join our team.

Posting ID: 4920

Department: Health

Division: Paramedic Services

Pay Range: \$142,906 - \$178,611

Job Type: Permanent

Hours of Work: 37.5 hours per week

Work Location: Paramedic Services Headquarters, 1179 Bronte Road, Oakville

Employee Group: MMSG

Vacancy Status: This posting is for an existing vacancy

Posting Date: January 30, 2026

Application Deadline: February 19, 2026

Please be advised that the results of this competition may be used to fill subsequent vacancies of the same position within the next 18 months.

If you're enthusiastic about the opportunity to work with Halton Region but don't meet every qualification listed, we still encourage you to apply! This position may be eligible for an underfill opportunity for candidates who do not meet every qualification. We're always on the lookout for exceptional talent to join our team!

Job Summary

Reporting to the Chief/Director of Paramedic Services this position leads a multidisciplinary team responsible the delivery of paramedic operations 24/7/365. With over 250 paramedics and 17 stations, our team services over 65,000 calls annually.

The Deputy Chief, Operations provides leadership and direction for day-to-day operations, ensuring operational and strategic goals are met. This position is also responsible for responding to customer service inquires, overseeing continuous quality improvement initiatives and leading risk management strategies.

As a member of the Paramedic Services leadership team, this role is responsible for meeting or

exceeding all provincial legislation/regulations and standards while ensuring service excellence for residents.

Duties & Responsibilities

- Ensure 24/7 delivery of paramedic operations in compliance with all provincial legislation, corporate, and divisional policies.
- Provide strong leadership skills, promotes collaboration, integrity, and transparency to create a positive and open workplace culture.
- Provide strategic direction for Paramedic Services, incorporating best practices, and continuous improvement into all programs and operations.
- Assist in the overall goal setting, development of objectives, policies and procedures and mid/long-term plans for provision of paramedic services.
- Establish and maintain positive working relationships through regular engagement with stakeholders, allied agencies, Ministry of Health representatives, the office of the Chief Coroner, local municipalities, and other departments to ensure effective and coordinated service delivery.
- Collaborate with other divisional leaders and employee relations staff, providing leadership in labour relations practices through effective staff performance management, dispute resolution, and negotiations.
- Assist in the development and administration of the annual budget and maintains accountability for ensuring expenditures are controlled and maintained within approved budget limitations.
- Foster a culture of operational excellence, safety, innovation, and customer service.
- Possess and maintain a sound knowledge of day-to-day Paramedic Services operations ensuring efficient utilization of assigned resources integrating effective deployment strategies; monitors/recommends program and service revisions.
- Participate in the advancement of the central reporting station model.
- Serve as on-call Duty Manager on a rotating basis.
- Serve as Incident Commander for any major incidents arising during the on-call cycle.
- Support the Regional Emergency Operations Centre as required.

Skills & Qualifications

- Undergraduate Degree in Health Sciences, Business or related discipline, or equivalent combination of education and related job experience.
- Minimum of ten (10) years of senior leadership experience in paramedic services.
- Current certification as a Paramedic in Ontario.
- Thorough knowledge of the Ambulance Act and its associated Regulations and Standards, the Occupational Health & Safety Act and other related legislation.
- Demonstrated knowledge of labour relations, including the application of Collective Agreements.
- Demonstrated ability to build collaborative relationships with elected officials, senior management, community partners, allied agencies, and other stakeholders.
- A commitment to continuous improvement, innovation, and customer service excellence with a focus on achieving measurable outcomes.
- Effective communication, listening and presentation skills to communicate effectively with staff, public, committees and representatives of outside agencies and municipalities.
- Strategic and lateral thinking skills combined with strong analytical, technical and process flow skills.
- Senior level management experience in a paramedic system inclusive of budget preparation, report writing, project management, program development, and external presentations.
- IMS 100/200 or 300 (300 preferred).

Working/ Employment Conditions

Working Conditions

- The incumbent is required to maintain a valid Ontario 'F" class driver's license.

Employment Conditions

- Current (obtained within the ninety (90) days), original and acceptable Vulnerable Sector Check, by the first day of employment.
- A valid Ontario 'F' Class driver's license.

Important information about your application:

- In accordance with requirements in Ontario Regulation 191/11 – Integrated Accessibility Standards and the Ontario Human Rights Code, Halton Region will accommodate the needs of individuals with disabilities throughout the recruitment process. If you require accommodation at any stage of the recruitment process, please inform the Talent Acquisition representative of the nature of the accommodation(s) you require.
- Please submit your application online. We will accommodate individual needs for applicants with disabilities and others who are not able to apply online. If you experience any issues with submitting your application, please contact HR Access at 905-825-6000 extension 7700.
- Applications will be accepted until 11:59 p.m. on the deadline date specified on the posting.
- We encourage applications from all qualified individuals; however, only those under consideration will be contacted.
- Personal information collected through the job application process will only be used for the purpose of determining qualifications for employment.
- If selected for an interview, you will be contacted by email and/or phone. Please ensure the contact information provided on your resume is up to date and that you check your email and voicemail regularly.

Halton Region serves more than 650,000 residents throughout Burlington, Halton Hills, Milton and Oakville. We are committed to delivering high quality programs and services that make Halton a great place to live and work. We engage great people who contribute to meaningful work that makes a positive difference in our community. At Halton, you are encouraged to grow and succeed in your career and are recognized for your accomplishments and contributions. As an employee, you will be part of a progressive, service focused and award winning employer with a diverse and inclusive work environment.

