



Internal & External Posting Commander, Paramedic Services

Posting Date: Wednesday, January 2, 2019

Closing Date: Wednesday, January 16, 2019 @ 12:00 NOON

Wage: \$ 84,620 - \$99,630 per year

Classification: Management Class M3

Recent changes within the Paramedic Services team have created the need for a permanent full-time **Commander**.

The Commander is responsible for oversight and support to the Superintendents and the day-to-day operations of paramedic staff in the delivery of patient care and reporting consistent with the Ambulance Act and related legislation. This role is required to ensure Paramedics comply with organizational policies and procedures and all applicable legislation, regulations, standards, protocols, and practices related to professional standards and quality assurance.

The typical work week for a Commander is 40 hours per week and the schedule will include days, evenings and weekends, on a rotating basis. The Commander is also required to participate in an on-call rotation and respond, as required.

Responsibilities of the Commander, Paramedic Services will include, but not be limited to:

- Supervise, support and evaluate Superintendents, paramedic staff and the delivery of paramedic care while ensuring compliance with Basic Life Support Patient Care Standards.
- Ensure that employees work safely and in compliance with the relevant statutes and regulations and with the safe work procedures and directives as established by the District.
- Oversee and maintain reports related to patient care, incidents, and vehicles and equipment to ensure compliance with legislative standards, including ensuring completion of Ambulance Call Reports (ACR).
- Supervise, support and evaluate paramedic skills, determining training and professional development needs of staff, provide paramedic review and feedback, and conduct field training, mentoring and proctorship as required.
- Coordinate regular auditing and maintenance of records related to paramedic qualifications and training.
- Manage the quality assurance program including conducting audits, evaluations, investigations, and education.
- Manage customer complaints and inquiries.
- Monitor vehicles, facilities and equipment to maintain safety, cleanliness, and operational readiness while taking corrective action as required.
- Oversee, perform and document preventative maintenance on related equipment per policy and standards.
- Participate in the review and development of the organizational structure, priorities, strategic and financial plans as well as goals and objectives.
- Oversee, develop, and update policies & procedures, Deployment Plan, and internal guidelines as required.
- Coordinate staff scheduling, and manage attendance/performance issues.
- Work co-operatively with staff of the Ambulance Communication Services (ACS), Ministry of Health and Long Term Care, local hospitals and base hospital, local fire and police departments and other related agencies.
- Advise ACS of any vehicle accident/ incident that may cause staffed vehicles to be unavailable to respond to a call.
- Liaise with vendors, maintenance & service providers to ensure operations meet service needs/ demands.
- Ensure availability of supplies, materials and equipment, including authorizing purchases according to needs, budget limitations and purchasing policy within assigned authority.
- Respond to major emergencies and provide support/ direction as required.
- Provide on-call support to front line staff in addition to scheduled rotation.
- Supervise and support program coordinators for Community Relations, Community Paramedicine, Honour Guard, and other positions as required.
- Other related duties as assigned.

We would expect that your strengths will include knowledge and experience in emergency planning and management as well as excellent communication, presentation, interpersonal, analytical, and business planning skills.

Specifically, the skills, experience and qualifications you require for this job include:

- Certification as a Primary or Advanced Care Paramedic (PCP or ACP);
- Certified under a Base Hospital to perform delegated acts;
- Meets all Ambulance Act and Ontario Regulation 257 requirements for employment;
- Post-secondary education in health care, business or public administration, or related field is preferable;
- Previous supervisory experience, ability to interpret and apply employment policies & collective agreements;
- Working knowledge of the Ambulance Act and its associated regulations and standards, the Occupational Health & Safety Act, Emergency Management Civil Protection Act, and other related legislation
- Knowledge of Microsoft Word, Publisher, Excel and PowerPoint
- Valid driver's license in good standing

If you have the skills, experience and qualifications and believe you can make a difference in a management role in Paramedic Services, please connect with us.

Please review the **“How to Apply”** instructions prior to submitting your application, so that you understand the format that works best for us to receive your application. Then click on the **“Apply Now”** link.

The District Municipality of Muskoka is committed to meeting its obligations under the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act*. If you require disability related accommodation to participate in the recruitment process, please advise the Human Resources department as soon as possible. Accommodation may be provided in all steps of the hiring process.

Any questions regarding this posting should be directed to the Human Resources Department.