

JOB DESCRIPTION

Commander, Paramedic Services



Department:	Paramedic Services & Emergency Planning	Reports to:	Deputy Chief, Paramedic Services & Emergency Planning
Effective Date:	August 2018	Supersedes:	July 2016
Classification:	Management M3	Job Evaluation Date:	

SUMMARY:

Provide 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 requirements of the Ambulance Act and related legislation.

MAJOR RESPONSIBILITIES (not 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 through direct observation and review of documentation.
- Ensure Paramedics comply with organizational policies and procedures and all applicable legislation, regulations, standards, protocols, and practices related to professional standards and quality assurance.
- 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, determine training and professional development needs of paramedic 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 legislative 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 or incident that may cause staffed vehicles to be unavailable to respond to a call.
- Liaise with vendors, maintenance providers, and service providers to ensure operations continuously 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

EDUCATION, EXPERIENCE & QUALIFICATIONS:

- Certification as a Primary or Advanced Care Paramedic and 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 and experience in emergency planning and management;
- High level of communication, presentation, interpersonal, analytical and business planning skills;
- Working knowledge of Microsoft Word, Publisher, Excel, and Powerpoint.