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**THE UNITED COUNTIES OF LEEDS AND GRENVILLE  
PARAMEDIC SERVICE**

**invites applications for:**

**CHIEF PARAMEDIC SERVICES**

**Permanent Full-time**

**PS-19-124**

**2019 Salary Grid H: \$104,733 - \$130,917**

**Start Date: As soon as possible**

**Position Summary:**

Under the direction of the Chief Administrative Officer, the Chief of Paramedic Service is responsible for the development of long term plans in accordance with set standards of performance and for overseeing and directing all aspects of the operations of the Leeds Grenville Paramedic (Land Ambulance) Service. The Chief is responsible for ensuring all applicable provincial and municipal legislation and regulations are adhered to and met.

This position ensures that the Paramedic Service maintains Provincial Certification requirements to hold a valid Licence to operate a Land Ambulance Service in Ontario. This position must provide leadership and direction to the Paramedic Service Senior Management Team, including Deputy Chief, Commander and Paramedic Supervisors. The Chief participates as a member of the Senior Leadership Team jointly responsible for corporate policy development and implementation of the strategic plan and will carry out the duties in alignment to the organization's mission, vision and values, and work to further its priorities.

**Qualifications:**

**Education, Certification & Licenses**

- University Degree or three year college diploma in Business/Public Administration, Finance, Health Care Administration or a related field.
- AEMCA Certificate is required
- Must have a valid Ontario Class "G" driver's license and access to a reliable vehicle.

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<b>COMPETITION:</b>	<b>PS-19-124 Chief Paramedic Services</b>
<b>POSTING DATE:</b>	<b>October 15, 2019 (4:00 PM)</b>
<b>CLOSING DATE:</b>	<b>October 28, 2019 (4:00 PM)</b>

### **Experience**

- A minimum of six (6) years in a senior management role within a Paramedic Service.
- Experience with developing and maintaining budgets, operating and capital.
- Experience with managing staff in a unionized environment, with several worksites spread over a wide geographic region
- A minimum of ten (10) years a front line paramedic.

### **Knowledge**

- Knowledge of current land ambulance delivery principles and practices, including the legislative and regulatory
- Knowledge in the standards framework required by the Ministry of Health and Long Term Care

### **Skills & Abilities**

- Strong interpersonal and communication skills, both written and verbal, ability to communicate complex information to a diverse audience base; fosters open communication.
- Ability to motivate and lead staff to meet performance expectations
- Proven analytical and decision-making skills to examine specialized and broad problems and develop solutions
- Ability to effectively plan, coordinate, prioritize and execute tasks in a high-pressure environment
- Demonstrated ability to initiate and lead change within the Division, promoting and applying innovative methods and solutions to situations through a continuous process improvement mindset
- Ability to prepare accurate and detailed records and reports
- Advanced computer proficiency using Microsoft Office Suite of products including Word, Excel, PowerPoint, Outlook, and the ability to use database management applications.

### **Position Responsibilities:**

#### **Budget and Capital Funding (approximately 25%)**

1. Responsible for the preparation of the annual budget and capital funding.



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2. Ensuring effective management of both the operational and capital budget through quarterly reviews; initiate actions if required to stay on target.
  3. Responsible for the preparation and submissions of the Annual Service Plan for funding and the final program report to the Ministry of Health and Long Term Care (MOHLTC).

**Strategic Planning (approximately 25%)**

1. Responsible for the strategic direction, and development of the Deployment Plan and Response Times for the delivery of the Paramedic Service, ensuring the effective use of resources.
2. Responsible for monitoring of the Deployment and Response Time Standards Plan, analyzes statistical reports to assist in making recommendations to the Chief Administrative Officer (CAO), Joint Services Committee (JSC) and County Council, providing recommendations on programs and level of service requirements for both short and long term operations.
3. Responsible for the preparation and presentation of quarterly reports to JSC identifying call volumes, cross border calls and response times. Prepare and submit annual response times reports to MOH & LTC.
4. Develop strategic networks, promotes and enhances positive relationships with Base Hospital program, Central Ambulance Communications Centre (CACC), Allied Agencies, United Counties of Leeds and Grenville, The City of Brockville, and Town's of Gananoque and Prescott, fire services, first responders providers, hospitals, long-term care facilities, education and research institutions and other outside agencies and communities.

**Labour Relations and Personnel Management (approximately 25%)**

1. Creates a high performance environment by setting clear, realistic goals and work plans and providing open and consistent feedback and coaching.
2. Conducting performance management initiatives on a regular and ongoing and annual basis.
3. Works to build an inclusive and productive continuous improvement environment that promotes collaboration, teamwork; setting performance standards and providing relevant feedback.
4. Monitors directly reporting staff, and provides an engaging environment where team members are motivated to achieve goals.



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5. Works closely with Human Resources to maintain positive labour relations with union partners.
  6. Solicits feedback from Union Executive on major issues/decisions impacting paramedics working closely with Human Resources, provides leadership for negotiations.
  7. Acts as representative of the division and the County in collective bargaining, grievance hearings, mediations and arbitrations as required.
  8. Required to be the secondary duty officer as required on a regular rotation

**Public Relations (approximately 15%)**

1. Represents the County as required at public events.
2. Attends all regional and provincial meetings, conferences and training sessions to keep current with changes and trends.
3. Promotes and enhances relationships with; Eastern Region Field Office, MOH&LTC, Emergency Health Services Branch, Central Ambulance Communication Centres, Policy and Fire Agencies, Hospitals and Long Term Care Facilities.
4. Ensures investigations are conducted for all complaints and reports have been filed with the MOHLTC

**General (approximately 10%)**

1. Provide guidance and policy options to the Chief Administrative Officer and Council in making recommendations and reaching decisions on emergency services policies and programs for short and long term benefit of the Leeds Grenville Paramedic Service. Prepare reports for Counties Council, Land Ambulance Sub-Committee and Joint Services Committee, requests for proposals, business plans and other related issues.
2. Responsible for reviewing and authorization of departmental expenses.
3. Responsible for meeting and working with members of other County departments as it pertains to the operations of the Paramedic Service (Human Resources, Information Technology and Finance).
4. Be a collaborative members of the Senior Management Team and Directors.
5. Prepare operational agreements. Ex. Tiered Response Agreements, Supply and Equipment Agreements, Repair and Maintenance Agreements and Station Lease Agreements.

**Other related duties, as requested and required.**

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**Legislative Requirements:**

- Performs the responsibilities of the position within the legislative and regulatory standards set out in the applicable Federal and Provincial Legislation, and Municipal Acts and By-Laws. Performs the responsibilities of the position consistent with the Operational policies of the United Counties of Leeds and Grenville.
- Ensures a high level of respect for confidentiality for both the organization as a whole and staff as per the *Freedom of Information and Protection of Privacy Act (FIPPA)*.
- Protects own health and health and safety of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding occupational health and safety. Follows all guidelines for employees and employers as legislated under the Ontario Health and Safety Act.
- As set out in the United Counties of Leeds and Grenville's Emergency Plan, perform duties upon the declaration of an emergency.

**Financial & Budget Responsibilities:**

- Prepares the annual Paramedic Service budget based on call volume projections, service plans. Staffing requirements, equipment and capital needs, provincial policy requirements and Paramedic Service goals and objectives
- Co-ordinate the sale of surplus vehicles and equipment.
- Monitor and authorize expenditures and determine corrective action to be taken to prevent budget overruns
- Draft and participate in Request for Proposal's (RFPs)

**Contacts:**

- Client service across and to all levels of the organization is a regular part of the job.
- Tact and diplomacy are required when dealing with others, particularly for supervision; establishing service desk procedures that impact end-users; and following-up to ensure workflow is maintained.
- Position involves making presentations to Council, Joint Services Committee and Committee of the whole to secure decisions.
- Regular contact with Allied Agencies, CACC, Ministry of Health to obtain information and provide direction.
- Public interaction related to making presentations at public events, regional and provincial meetings.



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**Physical Skills:**

- High degree of visual attention required.
- Moderate physical exertion is required for purposes of lifting and or bending.

**Working Conditions:**

- Mostly inside work, in noisy office environment.
- Work involves frequent interruptions to respond to customer demands.
- Requirement to work outside of normal business hours to meet organizational needs; requirement to be on call every third weekend.
- Occasional business travel including overnight stays as required.

**The foregoing Job Description reflects the general duties necessary to describe the principal functions of the job identified, and shall not be construed to be all of the work requirements that may be inherent in this classification.**

Applications should be marked "**Competition # PS-19-124**" and submitted online by October 28, 2019 at 4 p.m. to: <https://careers.leedsgrenville.com>.

Applicant information is collected under the **Freedom of Information and Protection of Privacy Act (FIPPA)**, and will only be used for candidate selection.

**Accommodation at the United Counties of Leeds and Grenville**

The United Counties of Leeds and Grenville is committed to providing a recruitment and selection process that is both inclusive and free from barriers. Accommodations for job applicants with disabilities are available upon request, and will be provided in accordance with the **Ontario Human Rights Code** and the **Accessibility for Ontarians with Disabilities Act**.

Applicants are required, in advance, to make any accommodation request know to Human Resources by contacting the department at 1-800-770-2170 extension 2308 or TTY 1-800-539-8685. Human Resources will strive to provide reasonable and appropriate accommodation for all applicants, during the recruitment and selection process, which will ensure the process is conducted in a fair and equitable manner.

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