

Non Union

Job Title:	Superintendent - Supervisor EMS Training		
Job Opening Id:	17701	# Required:	1
Business Unit:	Public Health	Division:	Emergency Services
Location:	Niagara EMS	Standard Hours:	42.00 / week
Full/Part Time:	Full-Time	Regular/Temporary:	Regular
Salary Grade:	26	Salary Range:	\$ 76,130.25 - \$ 89,565.00
Post Date:	2016-12-20	Close Date:	2017-01-08

Serving a diverse urban and rural population of more than 430,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

JOB SUMMARY

Reporting to the Commander/Manager, Quality Management & Performance Standards, Superintendent/Training Supervisor is responsible for the research, design, development, implementation and coordination of the delivery of all training programs and related developmental initiatives in the areas of clinical, medical, equipment, operational, and risk management training and the corresponding Quality assurance and continuous quality improvement for the Emergency Services Division.

EDUCATION

- Current certification as a Primary Care Paramedic (PCP including annual mandatory medical education) or Certified Advanced Emergency Medical Dispatcher (AEMD).
- Advanced Care Paramedic (ACP) preferred
- Extensive training specific to EMS CAD system, including all related software interfaces is preferred
- Extensive training in the Medical Priority Dispatch Evaluation system (i.e.MPDS) is preferred
- Qualification in CQI and/or LEAN Six Sigma is preferred
- Recognized University degree or equivalent is preferred.
- Adult Education Principles Certificate or Diploma is preferred.

KNOWLEDGE

- Minimum of 5 years' experience in Emergency Medical Services, with at least 2 years at the Primary Care Paramedic level and/or 3 years' experience in an emergency response dispatch position.
- Thorough understanding of ambulance service operations and related issues and have demonstrated the ability to communicate and represent the division professionally with the Ministry of Health, National Academy of Emergency Medical Dispatch, Fire Services, the Coroner, Police Services, Provincial Court, Allied Agencies, Corporate Departments, community groups and other stakeholders
- Excellent knowledge of ambulance legislation and related regulation, policies, programs, planning and processes.
- Education and experience of pre-hospital emergency medicine principles and practices.
- Good working knowledge of systemic audit systems, in field evaluations, Continuous Quality Improvement and Quality Assurance Methodologies
- Primary Care Paramedic or Advanced Care Paramedic and/or Certified Advanced Emergency Medical Dispatcher (AEMD).
- EMD-Q certification.
- Knowledge of the relevant Acts and Regulations relating to certification and training requirements of Paramedics and System Status Controllers.
- Knowledge of clinical research techniques, computer literacy in a Windows environment, utilizing MS Office applications and other training/development software.
- Fluency in French is preferred.

RESPONSIBILITIES

1. Coordinates, develops, designs, and delivers training and related development initiatives in the areas of clinical, medical, equipment, operational and risk management training to ensure alignment with legislated requirements and policy directives.
 - Assesses performance of staff through QA initiatives and training initiatives, recommending appropriate training, development plans and/or remedial activities to ensure all directives, operating policies and procedures are uniformly understood and applied by all paramedics, communicators and support staff.
 - Researches the availability of training programs to identify, assess and recommend their adoption/adaptation, determining the requirement to develop customized training programs to meet the both legislated training and certification requirements.
 - Assists with the coordination of scheduling for staff to obtain all necessary training, providing direct feedback to staff and the Manager, Quality Management & Performance Standards.
 - Assesses program effectiveness to make necessary updates as required.
2. Conducts skills assessments and medical training needs analyses of all Paramedics and System Status Controllers, developing and coordinating individual and system training programs to ensure retention and upgrading/development of staff.
 - Identifying gaps, competency deficiencies and requirements for training/retraining, developing recommendations for review by management, to ensure services provided align with overall quality assurance standards, provincial legislation/regulations and Emergency Services Division policy.
 - Identifies training/continuous learning issues related to all facets of EMS operations/program delivery and developing recommend solutions to the management team to address and conduct implementation of these program.
 - Monitors and analyzes reports generated from Emergency Services databases/audit reviews, software programs and Quality Assurance initiatives, consulting with the management team and undertaking surveys to assess skill sets and conduct medical training analysis.
3. Develops and coordinates Paramedic and System Status Controller recruitment and system training programs to ensure effective intake, training, orientation and delivery in a manner that will enhance the retention and upgrading/performance management of Paramedic and Communication staff.
 - Develops performance indicators and training performance measurement systems, monitoring evaluating and assessing the degree to which training is successful in meeting the intended results and making adjustments accordingly.
 - Develops and maintains intake training and orientation programs that will evaluate the skills and competencies of Paramedic and Communication staff for part-time, casual or full-time employment.
 - Designs/adapts training curricula and related aids and reference materials, testing/validating training programs developed, identifying adjustments and potential improvements and initiating corrective action
 - Monitors, evaluates and mitigates risk to the Service during the recruitment phase.
4. Designs, monitors and maintains a database for training requirements and certification, to ensure legislated training and certification requirements are maintained and updated.
 - Determines training planning, tracking and reporting requirements, developing functional specifications for the development of systems to ensure that training certification for all identified staff remains current.
 - Oversees the database maintenance and generation and dissemination of reports.
 - Assists in the coordination of the Regional EIS project for the tracking of qualifications, accomplishments, certification, and training records for all Emergency Services staff.
5. Reviews the effectiveness and the results of key performance indicators including ambulance response times, patient care, customer satisfaction and economic efficiencies.
 - Reviews relevant demographics specific to Niagara Emergency Services and geo specific data for geofencing of specific patient types (Cardiac Care Network, Stroke Network).
 - Develops training plans and budgets for review and approval by the Senior Management team.
 - Responsible for the initiation of the review process where individual issues or systemic trending is identified through the monitoring systems. This will involve directly engaging the paramedics and System Status Controllers to provide a response to the issues identified.
 - Provide guidance and data to the Operational and Communications Superintendents in respect to in field Quality Assurance activities in their performance of the staff performance appraisals.
 - Make recommendations on remediation and/or service improvements based on findings.
 - Responsible for effective liaison with allied agencies and stakeholders involved in CQI and QA programs which impact Niagara EMS.
 - Update and maintain a database detailing activities and adherence to professional standards.
 - Develop and implement detailed plans and recommends policies regarding program specific requirements.
 - Assist to ensure Niagara EMS maintains continuous compliance with all applicable laws and regulations, and ensures its continuing accreditation with governing bodies.
 - Ensure the confidentiality, security and safe keeping of all patients' personal and private health information obtained, and ensuring that the release of such information is done so in accordance with applicable legislation.
 - Carry out special projects on EMS-related issues as requested.
 - Conduct research and analyzes data. Prepares written findings including proposals, strategies and recommendations. Request retrieval of data from the Emergency Medical Services database in cooperation with the Regional Base Hospital program and conducts analysis to determine trends and patterns.
6. Assigned as field Operations/Communication Superintendent when required and performs all of the tasks and responsibilities of that role.

SPECIAL REQUIREMENTS

- Valid Ontario Class F Driver's License if certified as a Paramedic.
- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance.
- An annual influenza vaccination is recommended.
- Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values of service, honesty, choice, partnership and respect.

Uncover the wonder of the Niagara Region and join a team dedicated to meeting tomorrow's challenges TODAY!

Let us know why you would be an excellent team member by submitting your online application.

We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.

To apply for this position please visit our website at www.niagararegion.ca and apply online to JO17701 on or before January 8, 2017.