



**Competition #ONMGRDEC2020**  
**Operations Manager**  
**(non-unionized role)**  
**Chatham-Kent EMS**  
**Full Time Permanent**

Medavie Health Services Ontario is the subsidiary of Medavie Health Services responsible for the optimal operation and management of Chatham-Kent EMS, an integrated, pre-hospital care organization. People are the biggest drivers of our success, and we are excited to continue to build a healthier community together. As the service provider for Chatham-Kent EMS, we're looking for an **Operations Manager, Paramedic and Patient Safety** who is committed to the delivery of innovative health care, safety and communications solutions through knowledgeable and caring professionals. Our belief is in a better life for the communities we serve

Medavie Health Services is part of Medavie, a health services organization. Together with Medavie Blue Cross, we are committed to providing innovative solutions that will improve the health of all Canadians.

As a not-for-profit organization, Medavie is proud to commit an annual social dividend to the Medavie Health Foundation to support programs and initiatives aimed at addressing some of our country's most pressing physical and mental health coverage.

Located in **Chatham-Kent, Ontario**, the incumbent will be responsible for the educational oversight and facilitation of the Safety Programs to paramedics and overall operation, creating and fostering a culture of safety that encourages all employees to proactively monitor the workplace and to participate in safety efforts and fosters risk awareness throughout the organization. Reporting to the General Manager, the incumbent will facilitate the development and implementation of quality improvement and patient safety initiatives in alignment with Medavie Health Services' strategy; provide recommendations regarding patient safety, quality and risk mitigation; facilitate and/or perform assessments to identify improvement opportunities and their scope.

**The position entails, but is not limited to the following;**

- promoting a culture of occurrence reporting amongst staff;
- creating and implementing necessary operational and clinical changes to serve the patient's best interest and minimize risk;
- monitoring current research and health care industry trends on patient safety;
- developing and sustaining links with not-for-profit organizations such as the Canadian Patient Safety Institute, ISMP Canada etc. to keep abreast of new issues and innovations in patient safety nationally;
- implementing the principles and methods of Failure Modes Effect Analysis, and Root Cause Analysis during investigations involving a breach in patient safety;
- leading and developing key messaging and communication pathways to keep staff informed on issues in safety, new trends, and to solicit their opinions and suggestions; and

- developing and delivering as required patient safety related education to staff utilizing the platforms necessary such as CME, morbidity and mortality rounds, and staff meetings as appropriate.

**As the ideal candidate for this role, you:**

- have completed an approved paramedic training program and are currently registered as a paramedic in the province of Ontario with a post-secondary education in business administration would be considered as an asset;
- possess a minimum of five years' experience working as a paramedic with a minimum of three years in a progressively responsible leadership role;
- possess a valid Class F driver's license in Ontario (or equivalent);
- have proven experience in EMS management, information technology, finance, and human resources;
- have experience in quality and patient safety assessment and performance measurement including in quality improvement and risk management;
- are experienced in developing and interpreting policies, procedures and guideline
- possess experience in leading and facilitating training and working groups Knowledge of Quality Management Tools including Failure Mode and Effects Analyses; root, cause, analysis; Lean Six Sigma and statistical analysis;
- possess knowledge of applicable legislations;
- have the ability to exercise independent judgment and can problem solve with discretion;
- are committed to providing stellar levels of customer/patient service and have a passion for business growth within MHS;
- possess and demonstrate leadership abilities with a proven track record for inspiring and motivating others;
- are skilled in leading and developing staff;
- use a positive and creative approach to problem solving;
- possess outstanding communication, negotiating, and dispute resolution skills; and
- have working knowledge of standard business computer programs (ie. Microsoft Office Suite).

Regular business hours required, but some irregular hours can be expected.

Please go to <http://www.memsochathamkent.com/careers/Pages/jobs.aspx> to apply.

Competition closes **December 30, 2020**.

We would like to thank all candidates for expressing interest. Please note only those selected for interviews will be contacted.

Medavie Health Services Ontario is committed to the principle of equal opportunity in its employment practices and to providing an environment free from discrimination and harassment for all employees.