



Competition # ONSUPDEC2020

**Operations Supervisor
(non-unionized role)
Chatham-Kent EMS
Full Time Permanent
(2 vacancies)**

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 a **Supervisor** 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, ON, the incumbent will be responsible for providing direction to staff with respect to pre-hospital care and systems management in an ambulance service. Reporting to the Operations Manager, you will assist with the Company Corporate Strategic Goals, build staff capabilities, and implement changes to improve service levels. The overall general role of this position is to direct and provide oversight for the workforce in a positive manner.

The position entails, but is not limited to the following:

- required to work « on car » in a regular rotation with a qualified paramedic partner responding to all assigned ambulance calls;
- ensuring that customer/patient service is a priority;
- successfully developing a customer/patient issue resolution process;
- managing the EMS area and dealing with employee and labour issues;
- overseeing and participating in the recruitment and selection process for site paramedic staff;
- demonstrating superior conflict resolution skills: balance assertiveness and sensitivity and successfully mediate conflicts;
- working with and developing effective teams;
- promoting awareness and compliance of company policies and procedures;
- collaborate with the communication centre to oversee unit hour utilization and ongoing ambulance capacity;
- support and participate in pre-hospital research initiatives as available; and

- coordinate with Operations Managers and preferred vendors to insure ongoing station needs are met within budget and in a timely fashion.

As the ideal candidate for this role, you:

- have completed an approved paramedic training program and are currently licensed to work in Ontario as a paramedic (or equivalent);
- possess a minimum of two years experience working as a paramedic with a minimum of one year in a progressively responsible leadership role;
- have proven experience in EMS management, information technology, finance, and human resources;
- possess a valid Class F driver's license in good standing in Ontario (or equivalent);
- 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 Medavie Health Services Ontario;
- 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; have working knowledge of standard business computer programs (ie. Microsoft Office Suite).

A post-secondary education in business administration would be considered an asset. 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 28, 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.