



Emergency Medical Services Superintendent

Permanent Full-Time / Non-Union / District of Timiskaming
Competition Number: 20-25-2

The District of Timiskaming Social Services Administration Board supports individuals in need throughout our communities by delivering *Children's Services*, *Emergency Medical Services*, *Ontario Works* and *Housing Services* through the effective use of available resources and in the best interest of the individuals we support. We are committed to serving and treating others through actions and values based on integrity and respect.

The DTSSAB is responsible for the direct delivery of Land Ambulance Services within the Timiskaming area. EMS Bases are located in the South (Haileybury), Central (Englehart), and North (Kirkland Lake) of the District.

We are seeking a strong people leader to complete our team of 4 Superintendents to support our Paramedics and EMS Leadership.

Responsibilities:

EMS Superintendents are active members of the EMS Management Team and provide supportive leadership and direct supervision to on-duty Paramedics. Superintendents provide mentorship, coaching and help facilitate constructive communication to foster a safe and positive work culture. Superintendents ensure patient care is delivered in an effective and consistent person-centered manner across the District, compliant with policy, standards, legislation, and in accordance with DTSSAB's mission, vision and values.

Reporting to the Deputy Chief of Operations, Superintendents oversee operations during their 12-hour rotating shifts, resolving system issues and responding to emerging challenges; advise on operational and administrative policies, practices, and the deployment plan to ensure consistency and efficiency; promote occupational health, safety and staff wellbeing; manage staffing (i.e.: staff relations, employee concerns, performance reviews, time and attendance inquiries, shift scheduling, authorization of overtime, etc.). Superintendents also perform administrative, quality assurance and professional standards responsibilities (i.e.: ride-out evaluations, on-scene observations, asset management, audit process and actioning, documentation review); monitor facilities, equipment and vehicle fleet (i.e.: safety compliance, maintenance checks, deficiencies); assist with continuing education and qualifications; maintain supplies and inventories; oversee community paramedicine initiatives; liaise with CACC, Base Hospital, hospitals, and other stakeholders.

Superintendents respond to multi-patient scenes to assist crews and provide oversight, as well as PRU initial response to calls when required. The Superintendents hold the authority to deploy the Offroad Response Vehicle, supervise the crew on scene, make critical decisions to support the response and liaise with allied agencies and Departmental Incident Command.

With on-the-job coaching and formal learning incumbents are responsible to gain the knowledge and skills relevant to: providing effective leadership and support to staff, helping to define team goals and objectives, monitoring performance and outcomes, implementing policies and best practices, as well as providing input and feedback on broader organizational matters and planning.

Additionally, EMS Superintendents:

- Motivate, guide and coach staff, provide constructive and timely feedback and effectively support job satisfaction and growth
- Empower team members to make decisions, as well as encourage innovative ideas and approaches
- Effectively share information and foster open communication with staff
- Work closely with the Deputy Chief(s) and with team members to successfully implement positive changes
- Help resolve issues and respectfully manage conflict

Demonstrated competencies and experience:

- Proven leadership behaviours and qualities, collaborative work style, strong people-orientation, exemplified work ethics, positive staff interrelations, demonstrated contributions to improving workplace culture and team cohesiveness
- Relevant and successful supervisory experience. An equivalent combination of experience and education will be considered
- 5 years experience as a competent Paramedic, and considered as a positive, influential presence at work and on calls
- Demonstrated ability to earn the trust of others based on respect, professionalism, integrity and humility
- Proven relationship building skills to work well with team members and effectively collaborate with external stakeholders
- A high level of situational awareness, emotional intelligence, empathy, and the ability to embrace and promote diversity
- Effective de-escalation and coping strategies to stay calm in responding to stressful, delicate or emotionally charged situations
- Sound judgement, critical thinking, common sense in problem solving and decision-making, strong conflict resolution abilities
- A tactful, diplomatic and clear verbal communicator with effective active listening skills and writing abilities
- A high degree of accountability and discretion due to exposure to confidential and potentially sensitive information
- Proven attention to detail, driven by quality standards, as well as excellent time management practices and organizational skills
- Adaptability and openness to change, growth and innovation
- Experience in understanding, interpreting and applying legislation, regulations, policies and standards
- Technical proficiency and the ability to develop technical knowledge of relevant computer applications and systems
- Ability and willingness to work 12-hour rotating day and night shifts, and travel throughout the District as required
- Must maintain all qualifications under the Ontario Ambulance Act
- Willingness and ability to fill a shift when operationally required, upon exhausting all options for coverage

There is a 5-step salary scale, within a range from \$89,173 to \$107,562. Compensation will be commensurate with qualifications.

Applicants will submit a cover letter and resume relating their qualifications to the position's requirements and will also complete a *Plum* psychometric assessment.

Applications must be forwarded to <https://bit.ly/36wUvlx> by 9:00 am February 9, 2021