

Region of Waterloo Job Description

Title: Operations Manager (Paramedic Services)

Job Code: R01892

Department/Division: Public Health & Emergency Services/Paramedic Services

Union: Management/Management Support

Reports to: Deputy Chief, Paramedic Services

New: February 9, 2022

General Purpose:

Manages the delivery of paramedic field operations in a 24/7 environment, ensuring effective service that meets established guidelines, standards, legislation, and regulations.

Duties/Responsibilities:

Supervises operations supervisors (directly) and paramedics (indirectly), which includes up to 50 on-duty paramedics per shift. Ensures staff compliance with all regulations, standards, legislation, and collective agreements.

Manages the planning, development, and implementation of day-to-day operations to meet service objectives and strategies. Manages to ensure operational readiness of staff, vehicles, and resources. Ensures the Section's policies, procedures and objectives are uniformly understood and properly interpreted, implemented, and administered by supervisory staff.

Monitors operational performance. Analyses data, identifies issues, and develops and implements changes. Contributes to summary reports to support quality data/metrics.

Addresses recurring issues impacting operations. Works with divisional program areas and corporate partners (e.g., fleet and facilities management, HR, ITS) to develop and implement solutions.

Acts as senior lead in the Incident Management System (IMS) for major incidents or disasters. Obtains incident briefing, organizes IMS system, establishes command site, co-ordinates with other agencies, makes decisions, and ensures tactical deployment of paramedic resources, including assigning supervisors as site officer in command.

Represents the Division in labour relations issues, including grievance meetings and discipline. Assists in negotiations for collective agreements and grievance settlements.

Participates in investigations related to field operations, in conjunction with supervisors and professional standards teams (e.g., vehicle accidents, unusual occurrences, complaints).

Manages adherence to health, safety, and wellness protocols and systems, including referrals to critical incident stress debriefing, professional counselling, follow-up, and internal programs. Ensures supervisors monitor compliance with mandated health and safety standards. Ensures Designated Officer follows up regarding exposure to blood/body fluids/infectious disease contacts. Represents the Division in response to health and safety issues and investigations.

Ensures adherence to documentation and recordkeeping practices. Monitors to ensure supervisory audits of patient care information and incident reports. Works with supervisors and professional

standards team to address issues related to quality and accuracy of documentation.

Maintains critical and cooperative linkages with staff in the division, Ministry, hospitals, community and emergency agencies, corporate and departmental partners, to effectively deal with human or operational issues (e.g., off load delays).

Participates in the design, development, implementation, and delivery of HR-related programs (e.g., hiring, discipline, health and safety, wellness, incident reports). Participates in the development and implementation of an emergency contingency plan and implements when necessary.

Participates on committees and working groups to develop projects, programs, or events. Collaborates with internal and external partners to implement projects and plans (e.g., deployment for special events).

Responds to questions and complaints from the public and media, as appropriate. Addresses issues escalated from staff, including paramedics.

Provides input into budget and program planning activities by recommending resourcing needs and changes to deployment plans to improve/meet service standards and for cost effectiveness. Has signing authority and a P-card.

Backs up some of the duties of the Deputy Chief, in that incumbent's absence.

Performs related duties as required.

Knowledge, Skills & Abilities:

Must have and maintain certification as a primary or advanced care paramedic.

Knowledge and skill normally acquired through a degree/diploma or leadership courses, plus significant, progressively responsible supervisory experience in a unionized paramedic services environment.

Knowledge of emergency medical services operations and planning, field supervision, ambulance regulations, standards, policies and procedures.

Must have/maintain appropriate OHS certification in order to co-lead the health and safety committee (post-hire, within a reasonable amount of time).

Experience in labour relations, including participating in union/management meetings, grievances, and interpretation and administration of collective agreements.

Knowledge of and ability to comply with policies, procedures, collective agreements, and legislation (e.g., Ambulance Act and its Regulations and Standards, health and safety).

Professional judgement and decision-making skills to make sound, defensible decisions in response to employee and operational issues and for coordinating resources in response to major incidents.

Organizational, analytical, continuous improvement, and problem solving skills to plan and develop

objectives; coordinate the work of staff to meet program and service objectives; develop deployment plans; resolve operational issues; and analyze and review performance data.

Leadership skills to manage, train, develop, motivate, and support staff.

Human relations, communication, and mediation skills to communicate clearly with staff, management, and partners; respond to questions and brief senior management and committees/council on key operational issues and performance.

Ability to maintain relationships with internal and external partners, including unions, base hospital, and ministry staff.

Ability to handle situations of conflict in a calm, professional and respectful manner.

Ability to participate as an effective team member.

Ability to write performance evaluations, standard operating procedures, reports, and correspondence. Ability to read and interpret applicable acts and legislation, technical journals, periodicals, communications, policies and procedures, program reports/data, and collective agreements.

Computer skills with ability to use software such as Microsoft Office, a time and attendance system, Ministry locator, and GPS.

Ability to travel within and outside Waterloo Region.

Ability to work rotating shifts, including weekends and statutory holidays, unless otherwise assigned.

Must have a valid Class F driver's license, acceptable driving record, and all other Primary or Advanced Care Paramedic requirements, per the Ambulance Act.

Ability to participate in an official standby/on-call rotation to respond to legislated or time sensitive demands beyond regularly scheduled work hours.

Must provide an acceptable vulnerable sector police check.

Ability to support and demonstrate the Region's values.

Sensory, Mental, & Physical Effort:

Uses a computer approximately 40% of the time. Attends/leads meetings and communicates with others approximately 50% of the time. Acts as on-site commander approximately 10% of the time.

Working Conditions:

Works in a standard office environment and on-site for major incidents. Exercises precautions to mitigate risks associated with weather, odours, blood and body fluids, infectious disease, noise and moving equipment/vehicles. Work is subject to interruptions including for emergency/priority situations. Some contacts are emotional or in crisis.

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