

# Job Title: COMMANDER OPERATIONS

**Job ID:** 27974

**Job Category:** Emergency, Fire and Paramedics Services

**Division & Section:** Toronto Paramedic Services, PS Operations

**Work Location:** 2430 Lawrence Ave

**Job Type & Duration:** Full-time, 2 Permanent

**Salary:** \$130,020.80 - \$152,789.00, TM0023 and Wage Grade 9

**Shift Information:** Mon - Friday 35 hours per week per week

**Affiliation:** Non-Union

**Number of Positions Open:** 2

**Posting Period:** 24-May-2022 to 14-June-2022

**05/24/2022**

**Amendment #1**

**Please note that the Number of Opsitions Open has been amended**

Reporting to the Director/Deputy Chief, Toronto Paramedic Services, this is a senior administrative, operational and leadership position, directly responsible for Toronto Paramedic Services Operations. The Commander will develop, design and implement functional policies and programs that make major changes in overall business performance based on short, medium and long term

needs. The position contributes to the continuous improvement of divisional performance, and the development and implementation of sound management practices and procedures.

- Develops and implements detailed plans and recommends policies regarding program specific requirements
- Manages, motivates and trains the unit's staff, ensuring effective teamwork, high standards of work quality and organizational performance, continuous learning and encourages innovation in others
- Supervises the day to day operation of all assigned staff including the scheduling, assigning and reviewing of work. Authorizes and controls vacation and overtime requests. Monitors and evaluates staff performance, approves salary increments and recommends disciplinary action when necessary
- Develops, recommends and administers the annual budget for the unit, and ensures that the unit's expenditures are controlled and maintained within approved budget limitations
- Acts as On-Call Commander of Toronto Paramedic Services on a rotating basis 24 hours per day, seven days per week, or as required
- Participates in the development of short, medium and long term strategic Toronto Paramedic Services business plans, and assists in establishing and revising division-wide strategies to meet the changing needs of all areas of
- Toronto Paramedic Services. Sits/chairs multiple committees representing both internal and external stakeholders. (e.g., Paramedic Base Hospital Program Committee, City of Toronto Negotiating Committees,
- Hospital Cluster Committees, Ministry of Health and Long Term Care Committees)
- Ensures the continuous availability of certified paramedics to the community, including coverage of special events
- Participates in the implementation and maintenance of an integrated emergency planning and preparedness program, and the maintenance of cooperative linkages with all emergency services, the City of Toronto and provincial agencies. Serves as incident commander during major public events and/or emergency situations
- Prepares reports, briefing notes, etc., along with recommendations on behalf of the Deputy Chief and Chief for senior staff, special committees, standing committees, City Council and

Community Councils on matters related to areas of responsibility.

- Prepares comprehensive monthly reports to the Chief and the Deputy Chief, Toronto Paramedic Services
- Operations regarding service performance, staffing, productivity, education, scheduling, labour relations and vehicle, facilities and equipment maintenance
- Provides critical linkages and representation with members of the media, allied emergency services, the City and its agents, the Ministry of Health and Long-Term Care, local agencies and community groups to address and respond to Toronto Paramedic Services issues, concerns and requirements. Addresses select target groups/elected officials providing information and guidance on issues of emergency public health and safety
- Participates in the development of long-term vehicle replacement programs. Ensures fleet management and maintenance, streamlining processes and ensures that vehicle and driver safety programs are adequate to fleet requirements
- Assumes responsibility for all operational fixed and disposable assets (e.g., medical hardware and supplies, office equipment, etc.). Maintains current inventory tracking through a comprehensive asset management database.
- Participates in the planning, design and acquisition of current and future Toronto Paramedic Services facilities
- Plans, budgets, staffs and coordinates all Toronto Paramedic Services involvement in major city and provincial events, such as City of Toronto signature events (e.g., Toronto Santa Claus Parade, CNE, etc.)
- Identifies, forecasts, plans, budgets and implements speciality programs designed to meet both current and future requirements in both the professional and public sector (e.g., tactical paramedicine, Emergency Response programs, Marine Unit, Chemical-Biological-Radiological-Nuclear (CBRN) teams, Heavy Urban Search & Rescue
- (HUSAR) teams, etc.).
- Responds to any and all major incidents and assumes Toronto Paramedic Services command and control.
- Practices clinical paramedicine as required
- Acts in the capacity of Deputy Chief, Toronto Paramedic Services Operations in his/her absence

**Key Qualifications:**

1. You are able to obtain and maintain paramedic certification for the province of Ontario such as the A-EMCA (Advanced Emergency Medical Care Assistant) and able to respond to large scale incidents as required.
2. Extensive experience managing complex labour relations matters and developing effective relationships to resolve issues within a large diverse and unionized environment.
3. Considerable management experience in a paramedic services environment, including budget preparation, report writing, project management, program development and external presentations.
4. Considerable experience in handling sensitive public, corporate and/or media relations matters.
5. Considerable experience in leading, motivating, and managing a diverse workforce in a fast paced politically sensitive, customer service oriented environment.
6. Must have and maintain a valid Ontario Class "F" Driver's Licence as specified in the Ambulance Act of Ontario and must qualify for the City's equipment operating permits and requirements.
7. You have a sound knowledge and understanding of the principles and practices of high performance paramedic services systems and policies, programs, legislation and the requirements of the Ambulance Act.
8. You are an effective decision maker with a track record demonstrating innovation and results oriented leadership, including the ability to promote and foster teamwork, and establish and operate in an environment which provides the capacity for excellence.
9. You have excellent strategic and lateral thinking skills, in combination with strong analytical, technical, and process flow skills with a sound ability in planning.
10. You have a sound understanding of paramedic services operations and related CAD systems, health and safety, fleet, technical support, and materials management issues, and have demonstrated the ability to communicate and represent the Division professionally with health agencies, community groups, the Ministry of Health, Fire, allied agencies, corporate divisions, external suppliers, standing committees, community councils and other stakeholders.

11. You have highly developed human relations skills, with the ability to effectively communicate, orally and in writing, at all senior organizational levels and with political representatives and the media.
12. Thorough knowledge of the Incident Management System (IMS) with accredited certification and /or the ability to obtain accredited certification.
13. Extensive knowledge of government legislation including Occupational Health and Safety legislation and its application.
14. Demonstrated commitment to equity, diversity, inclusion, accessibility and human rights.
15. Ability to support the Toronto Public Service values to ensure a culture that champions equity, diversity, Truth and Reconciliation and respectful workplaces.

**Note:** All City of Toronto employees are required to be fully vaccinated as a condition of hire in accordance with the City's Mandatory Vaccination Policy. Candidates will be required to show proof of vaccination during the recruitment process.

## Equity, Diversity and Inclusion

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to employment equity.

## Accommodation

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during

the **application process** is available upon request. Learn more about the City's [Hiring Policies and Accommodation Process](#).