



Competition #ONEL2022-03

Operations Manager
(multiple positions/non-unionized role)
Elgin St. Thomas EMS
Casual

Medavie Health Services Ontario is the subsidiary of Medavie Health Services responsible for the optimal operation and management of Elgin St. Thomas 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 Elgin St. Thomas EMS, we're looking for casual **Operations Managers** who are committed to the delivery of innovative health care, safety and communications solutions through knowledgeable and caring professionals.

Medavie Health Services is a national leader in primary health care solutions, the largest contracted provider of emergency medical services in Canada and delivers care in remote communities as part of our contract with Indigenous Services Canada.

Together, with our compassionate network of 4,300 health care professionals in six provinces, we have a long history of providing innovative community paramedicine programs and delivering mobile integrated health services across the country.

Every day, our team provides high-quality patient care through ground and air ambulance services, medical communications, mobile integrated health/community paramedicine programs, 911 Public Safety, 811 Telehealth, home health care, as well as clinical training.

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

We are proud to invest in communities to help address some of Canada's most pressing health care challenges.

Located in **St. Thomas, Ontario**, the incumbents will be responsible for the effective and efficient day to day 24/7 operations of the EMS service including managing approximately 100 paramedics and systems to meet the performance requirements of the ambulance service for the County of Elgin and surrounding areas. Reporting to the Senior Operations Manager, you will assist with the Company Corporate Strategic Goals, build staff capabilities, and implement changes to improve service levels by supporting and influencing both external patient care and internal staff. The overall general role of this position is to direct and provide oversight for the workforce in a positive manner while supporting labour relations with our external partners for major strategic projects across the organization while mitigating risk for the County.

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

- responsible to ensure continuous quality of service through operational management and supervision by monitoring staff performance, complaints, discipline, inquiries, labour disputes and the on-going day-to-day operations of the Emergency Medical Services in accordance with Medavie policies, current collective agreements and strategic direction;
- involved in the decision making of the recruitment process and candidate selection;
- ensures operational policies, procedures and objectives are uniformly understood, properly interpreted, implemented and administered by all operational staff;
- responsible for the safety and well-being of staff and the public ensuring that all regulations, guidelines and legislation are followed;
- maintain up to date knowledge of trends and developments in legislation, provincial policy directives and technology developments in areas of responsibility;
- assist annually to evaluate the departmental operations and report achieved results and outcomes to the senior leadership;
- ensure overall responsibility and accountability of all aspects of the deployment and utilization of Paramedic resources, operational policies and resources to maintain the efficiency and effectiveness of the service provided;
- when required assist with management of collective bargaining issues;
- collaborate with other Emergency Services, Health Care Providers and associations, government departments, the general public and local media to promote the department's services;
- assist in investigations according to Ministry and Provincial Government regulations and report the results of the investigations to the Senior Operations Manager;
- Provide on scene coordination for major incidents, coordinate contingency and disaster management process; and
- other duties as assigned.

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;
- possess a minimum of five years' experience working as a paramedic with a minimum of three years in a progressively responsible leadership role or equivalent;
- have proven experience in EMS management, information technology, finance, and human resources;
- have experience in quality assurance, patient best practices and investigations;
- comprehensive understanding of appropriate federal, provincial and municipal legislation and regulations related to Land Ambulance and Emergency Medical Services;
- possess experience in leading and facilitating training and working groups
- possess a valid Class F driver's license 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 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;
- have working knowledge of standard business computer programs (ie. Microsoft Office Suite).

A post-secondary education in business administration would be considered an asset. Work schedule will consist of 12 hour shifts rotating days and nights. **Hours are not guaranteed as this is relief coverage for full-time Operations Managers.**

If you are interested in working with a dynamic team of professionals and possess the necessary qualifications, please send your **resume with cover letter** to **human.resources@medaviehs.com**. Please include the competition number **ONEL2022-03** in the file name along with your first and last name.

Competition closes **Sunday, May 15, 2022.**

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

Medavie Health Services 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.

Any candidate not currently employed with Medavie Health Services will need to provide proof of full vaccination against COVID-19 or a valid medical certificate exempting them from the vaccine.