



Region of Waterloo

Director/Chief, Paramedic Services

This is a career-defining opportunity for a results-oriented leader who can oversee and manage people, programs, and resources to ensure the delivery and continuous improvement of quality services and excel in a multi-stakeholder environment as part of a senior leadership team that is committed to “serving, engaging and inspiring current and future generations.”

About the Region of Waterloo

Committed to fostering opportunities for current and future generations, the Region of Waterloo is an inclusive, thriving, and sustainable region of connected rural and urban communities with global reach. Its mission is to **serve, engage and inspire**, by delivering quality services to a diverse population of 630,000+, while creating a healthy, collaborative environment of learning, respect, and innovation. This is a place where employees are valued and recognized for their talents and contributions to the Region's success.

The Region's **Paramedic Services Division** is responsible for providing pre-hospital care and hospital transport, with the goals of ensuring excellence in patient care, meeting response-time targets, and growing its Community Paramedicine Program. This is where you can make your mark as a leader in this field.

About the Role

As the Region's new **Director/Chief of Paramedic Services**, you will direct the planning, delivery, management, and evaluation of paramedic services, per Council directives and Ministry-prescribed regulations and legislated standards, with a focus on optimizing service delivery and minimizing emergency response times through the efficient use of human, physical and financial resources. As a member of the corporate senior management team, you will participate in corporate effectiveness and strategic planning processes, collaborate with other senior management to develop policies and priorities, provide input into integrated programming across departments, and develop strategic plans to meet the needs of the growing region.

Reporting to the Commissioner, Public Health & Emergency Services/Medical Officer of Health and leveraging your strengths as a team leader and facilitator, you will directly supervise three Deputy Chiefs, and indirectly supervise approximately 300 additional management and unionized paramedic staff. Both strategically minded and tactically skilled, you will lead the Division by developing the divisional management team, motivating, and developing staff, initiating, and implementing change, fostering a citizen-centered culture, building, and maintaining internal and external relationships, and achieving organization objectives.

This sizable mandate will involve directing the development, operational planning, implementation and evaluation of programs and activities, while ensuring optimal program efficiency and effectiveness, and consistency with departmental and corporate plans and priorities. An integral part of your role will involve developing performance measures and interacting with the Ministry, hospital senior staff, Base Hospital, the Ambulance Communication Centre (ACC), and other service providers to ensure quality of service that meets legislated standards.

An analytical problem-solver with strategic planning skills, committed to continuous improvement and able to plan and address current and ongoing service issues, you will direct the development and delivery of the community paramedicine project to improve health outcomes and decrease reliance on ambulance services through education and capacity-building in the community. This will include liaising with the local Home and Community Care Support Services organization.

About the Candidate

To be considered for the senior role of **Director/Chief of Paramedic Services**, you will bring knowledge and skills in the emergency health services field combined with knowledge of the Ontario ambulance and health care system, labour relations, emergency preparedness, project management, policy and program development, budget administration, and program evaluation. Typically, such knowledge will have been acquired through a diploma in Paramedicine and a degree in Business Administration, Public Administration, or a Health Management-related field, plus significant, progressively responsible related experience in a unionized environment.

Given this background, you will have knowledge of, and ability to comply with, policies and procedures, related legislation, regulations, standards, and guidelines (e.g., ambulance, mental health, coroner, highway traffic, Human Rights Code, health and safety, privacy), and collective agreements. You can also confidently plan workforce development, make complex decisions about program approaches, policies, priorities, and mandate, deal with conflicting demands and interests, and handle crisis situations where the public may be at risk.

Your negotiation, public relations and presentation skills will prove invaluable as you advance priorities and balance objectives in a political environment, present issues and reports to Council and Committee, represent the Division on committees, and build collaborative relationships – internally and externally. Leading by example, you will direct, develop, motivate, and engage staff to build leadership capacity and achieve Division goals and objectives.

Expected to act as a technical expert to the community on issues, and as a media contact on complex, high-profile issues, you will draw on your ability to participate in news conferences, provide information to politicians, make presentations to community groups and individuals, monitor legislation and the news media, as well as advise, seek out, and respond to feedback from staff and clients. The ability to write correspondence, technical reports, policy and procedure manuals, surveys, media releases and communication materials, and to draft contracts and funding proposals will also be essential in this role, as will the ability to support and demonstrate the Region's values.

Given the nature and scope of the position, you must be able to participate in an official standby/on-call rotation to respond to legislated or time-sensitive demands beyond regularly scheduled work hours and adjust your schedule or work additional hours on weekends and evenings to respond to emergencies, or Councillors, and attend public open houses and information sessions. You must also be prepared to travel within and outside Waterloo Region and provide an acceptable Police Vulnerable Sector Check (Level 3).

To apply to this mission-critical executive role in emergency services management, submit your application to **Phelps** at careers@phelpsgroup.ca, **specifying the job title in the subject line of your mail**. Application deadline: **Monday, October 3, 2022**.

The **Region of Waterloo** is an equal opportunity employer committed to diversity, inclusion, and supporting the well-being of our employees. We encourage qualified applicants to apply and will accommodate the needs of qualified applicants under the Human Rights Code in all parts of the hiring process.

The Region will make all reasonable efforts to accommodate employees in the workplace as stipulated under the Ontario Human Rights Code, the Workplace Safety and Insurance Act, the Employment Standards Act, and the Accessibility for Ontarians with Disabilities Act. The goal of such accommodation will be for management staff to enable the employee to work, return to work and to safely and productively perform their duties.



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