
Superintendent/Supervisor EMS Operations

Job Opening Id:	33482	# Required:	1
Business Unit:	Public Health and Emergency Services	Division:	EMS
Location:	NEMS – Platoon E	Standard Hours:	42.00 / week
Full/Part Time:	Full-Time	Regular/Temporary:	Regular
Salary Grade:	27	Salary Range:	\$ 92,330.00 - \$108,620.00
Post Date:	2022-09-19	Close Date:	2022-10-02

Niagara EMS is a highly innovative and progressive service with mobile integrated health, specialty response team and our own accredited dispatch centre with Emergency Communication Nurse embedded within the centre.

This is an excellent leadership opportunity if you thrive in a fast-paced environment and are highly knowledgeable of EMS operations. This position includes a competitive salary, paid time off, a benefits package, and professional development opportunities.

The deadline to apply is October 2nd by midnight. Visit our [Careers webpage](#) and refer to job opening '33482'.

Job Summary

Reporting to the Commander of Operations, the Superintendent/Supervisor Operations EMS is responsible for overseeing the daily/shift operations of all assigned EMS service area paramedic personnel and associated resources on a rotating shift basis to ensure quick and competent service to the public.

Education

- Current certification as a Primary (PCP) or Advanced Care Paramedic (ACP), including annual mandatory medical education.

Knowledge

- Previous supervisory or management experience in the EMS field.
- Current certification as a CPR Basic Rescuer.
- Valid Ontario Class B, C, E or F driver's license (or equivalent), with a good driving record (per Ambulance Act regulations).
- Certificate as a Restricted Radio Operator (per Ambulance Act regulations).

Responsibilities

Facilitates the seamless emergency response for the Niagara EMS, monitoring daily operations, assigning appropriate staff, vehicles and equipment, evaluating performance and maintaining records.

- Conducts on-going ambulance station visits to ensure vehicles & base cleanliness, handle staff inquiries and examine equipment and vehicle failure.
- Receives and investigates complaints from patients, families, and the community, reviewing all appropriate files and reports and communicating appropriate information to the Manager of Operations.
- Ensures on-site security of vehicles and equipment throughout each shift as well as security of patients' valuables, eyeglasses, jewellery, and money and patient records and medication during patient transports.
- Responds to all reported vehicle problems, which may require vehicle removal from service, reassignment of staff to another vehicle and coordinating vehicle servicing.

- Investigates and follows-up on all unusual incidents that occur during the shift. Investigates all vehicle/ambulance accidents, documenting information and following up with employee(s), police agencies, Regional risk management and other relevant parties.
- Investigates all reports of damage and vandalism, and obtaining quotes for vehicle repair to the Manager of Operations.
- Manages on-going (hourly) dialogue with the Ambulance Communication Service regarding vehicle movement, assignment of vehicles, coordination of out of Region transfers, emergency vehicle coverage, etc.
- Monitors ambulance radio traffic (i.e. requesting more ambulances), GPS/AVL systems and responding appropriately.
- Responds to multi-casualty incidents and calls regarding air ambulance.
- Acts as the EMS Duty (in the absence of a senior manager), as required assuming full responsibility for all incident response and management.
- Respond to emergency calls in the community.

Manages and administers annual and multi-year Capital and Operating budgets for which they are delegated authority ensuring support of Council's objectives, financial transparency and accountability, monitoring budget adherence, identifying and explaining variances, and financial reporting is effectively managed in compliance with corporate financial policies. Administer and approve the acquisition of goods and services for their direct reports in accordance with the procurement policy

- Provides recommendations on managing excessive overtime expenses, overrun vehicle expenses, etc.
- Maintains inventory controls for medical supplies, equipment and ensures the devices are functional and available for placement into service.

Supervises staff, coordinating and planning work, providing work direction, assigning tasks and projects, determining methods and procedures to be used, monitoring quality of work, resolving problems and ensuring assigned results are achieved.

- Enables results with the organization's human capital strategy to foster employee engagement.
- In conjunction with the Manager provides training and development, coaching and discipline when necessary, and manages staff recruitment.
- Ensures focus is service excellence, communication/transparency, innovation, and data integrity and work flow integration.
- Ensures staff has the information and resources to make successful plans and decisions.
- Ensures all people related issues, including recruitment, grievances and labour relations issues, are aligned to HR and Corporate standards and practices.
- Helps to break down barriers to employee success, ensuring collaboration and cooperation with other teams within their division and department.
- Ensures Occupational Health & Safety policies, programs and practices are implemented, and maintained. This includes workplace inspections, monitoring, accident reporting and investigations, and ensuring any observed hazards or lapses in the functioning of OH&S processes, and other OH&S concerns are responded to promptly.
- Ensures all individuals under supervision have been informed of hazards and instructed on the necessary risk control and emergency response measures.

Ensures effective processes, policies and practices are in place and support legislative and regulatory standards and requirements, monitoring compliance and addressing issues.

- Ensures paramedic(s) work in compliance with the Occupational Health and Safety regulations, and policies of the Regional Municipality of Niagara governing Health & Safety issues.
- Provides input into operational plans, service delivery policies and standards.

Collects and reviews Ambulance Call Reports and vehicle check sheets to ensure the integrity and completeness of daily working documentation.

- Ensures incident reports are completed and submitted by staff on all unusual call situations, including VSA and Police cell calls.
- Maintains daily shift reports and ensure all information pertaining to assigned shift is passed on to the on-coming Operations Supervisor and the senior management team.

Special Requirements

- Valid Ontario Class F Driver's License.
- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance.
- Must possess and maintain a valid and unrestricted specified Driver F license for the class of the vehicle.
- Required to maintain Advanced Care Paramedic status as a condition of employment as it relates to ability to provide advanced training to paramedic staff.
- An annual influenza vaccination is recommended.
- Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values of service, honesty, choice, partnership and respect

Please note this position is required to participate in shift rotation, work potential overtime, weekends, and be on standby.

Please note that the Niagara Region requires that all newly hired employees are to be fully vaccinated against COVID-19 as a condition of being hired and provide proof of full vaccination, or provide proof of a bona fide medical or Human Rights Code exemption on a form issued from and approved by Niagara Region.