



**PARAMEDIC
SERVICES**

POSITION SUMMARY

Reporting to the Community Paramedicine Program Manager, the Community Paramedicine Supervisor is responsible for all assigned paramedics, and the operation of all facilities and equipment. Responsible for the day-to-day operational supervision of Community Paramedicine in the County of Simcoe; ensuring staff adherence to policies and procedures; verifying that facilities, equipment and vehicles are maintained; communicating issues to staff that may affect operational efficiency; and investigating complaints, assisting in managing caseload, appointment booking and frequency, referral processing and Covid-19 testing and related requests. Responsible to review requests for service, responding to inquiries, and evaluate clients for enrolment/discharge from the program.

DUTIES AND RESPONSIBILITIES (not listed in order of priority)

1. Work as part of a multidisciplinary team in the development and delivery of alternative community-based healthcare strategies to enhance patient care and experience while reducing transport to the Emergency Department and physician visits. Responsible for program oversight, communicating, assessing, and advocating the client's community health service needs.
2. Monitor Community Paramedic operations and maintain situational awareness to ensure efficient and effective services are maintained at all times. Maintain open and clear communications with staff regarding expectations, duties, and responsibilities. This includes, but is not limited to conducting on-scene real-time observations and providing subsequent feedback to paramedic staff from time to time.
3. Support Community Paramedics to interview identified clients, and collaborate with health teams and other healthcare stakeholders to support the development of care plans to meet the client's needs.
4. Utilize effective interpersonal/communication skills, and demonstrate mutual respect for all clients and community stakeholders. Promote accessible, equitable services by responding promptly to individual client needs and service/care plans. Promote and plan for client independence and self-management of chronic and complex issues.
5. Manage Community Paramedicine deployment as per the CSPA planned deployment of resources to ensure an acceptable level of deployment for home visit capability is maintained; ensure implementation of program-specific operational procedures and processes.
6. Monitor performance with respect to local policies and procedures, act in real-time to ensure accuracy; report issues to the Community Paramedicine Program Manager. The Community Paramedicine Supervisor in concert with Performance, Quality, and Development staff, is responsible for various plans and reports including, but not limited to; training plans and budgets, the tracking & reporting of program access, utilization of emergency department and community health services, various statistical and financial reporting.
7. Act as the CSPA liaison for day-to-day operations with healthcare agencies and professionals. Make well-informed and calculated decisions and ensure deployment of Community Paramedic resources to ensure optimal coverage and service delivery.



**PARAMEDIC
SERVICES**

8. Carry out administrative duties such as documentation oversight and reconciliation, occurrence report review, ACR and vehicle report reviews, noting deficient areas and taking action. Ensure staff complete documentation as per CSPS policy, MOH-LTC Documentation Standards, and legislative requirements.
9. Ensure all applicable Standard Operating Procedures (SOP) are understood and implemented by staff. Make recommendations on changes to operating policies and procedures to improve efficiency and best practices.
10. Supervise Paramedic staff: including recruitment, selection, hiring, orientation, scheduling, assigning, and monitoring work. Identify training and development needs, coaching and mentoring, conduct performance appraisals, and determine/recommend disciplinary action up to and including dismissal in accordance with collective agreements, County policies, and practices, ensuring all reports are prepared, processed, maintained, and reported to the Community Paramedicine Program Manager.
11. Ensure good public relations standards are maintained with respect to contact with the public, government, and outside organizations. Conduct pre-programmed and on-the-job training programs for departmental staff and the public as required.
12. Liaise with all County of Simcoe departments, Ministry of Health and Ministry of Long-term Care (MOH, MOLTC), community agencies, hospitals, community colleges, and other organizations as required. Report special circumstances and incidents to senior management as per procedures; conduct quality reviews and audits as required in collaboration with the Performance, Quality, and Development Department.
13. Participate in annual department business planning processes and provide input to resource needs; make recommendations with regards to staffing and deployment of resources in the County of Simcoe. Participate in planning as requested.
14. Ensure all facilities, equipment, and vehicles are maintained and safeguarded and that all general/ vehicle supplies are maintained at the appropriate level per standards and service guidelines.
15. Respond to customer inquiries directly and/or resolve difficult or highly sensitive complaints either verbally or in writing and update the Community Paramedicine Program Manager as appropriate. Implement customer service strategies to ensure that services provided meet County standards.
16. Comply with provincial occupational health and safety legislation, County regulations, policies, and procedures. Ensure that operating staff work in a safe manner and utilize all required health and safety equipment and protective devices and follow all measures and procedures as required by the Occupational Health and Safety Act and Regulations and County Policies. Ensure all performance issues or disciplinary matters are immediately identified, investigated, and reported to the Community Paramedicine Program Manager.
17. Attend scheduled meetings when required. May be required to perform scheduled activities on rotating shifts including evenings/nights, weekends, and statutory holidays depending on the current assignment. May be required to respond to situations outside of normal business hours.



**PARAMEDIC
SERVICES**

18. Participate in research, presentations, development, and evaluation of medical equipment, practices, and procedures.
19. Maintain confidentiality and privacy of the information as per The Municipal Freedom of Information Protection and Privacy Act (MFIPPA), The Personal Health Information Protection Act (PHIPA), and Personal Information and Electronic Documents Act (PIPEDA), and in accordance with County of Simcoe Policies and Procedures.
20. Perform other duties as assigned to meet department objectives.
21. Provide front-line leadership in actions and communications to enhance patient care, the operation, staff engagement, and service / County reputation.

LEADERSHIP COMPETENCIES

Has knowledge of and demonstrated ability in our leadership competencies:

- Acts with the Customer in Mind
- Makes Sound Decisions
- Ensures Accountability
- Continuously Seeks to Improve Work Processes
- Plans and Directs Work
- Collaborates
- Leads Teams
- Communicates with Impact
- Develops Self
- Is Resilient

EDUCATION, TECHNICAL SKILLS, AND CERTIFICATION

- Currently certified to work as a Paramedic in the province of Ontario.
- Meet all qualifications set out by the Ministry of Health and Long Term Care and the Ambulance Act.
- Knowledge of or completion of a recognized Community Paramedicine Program is an asset.
- Must be successful in a County-sponsored Community Paramedicine education program (or equivalent as deemed by employer) at a mutually acceptable time, preferably in the first two years of employment.
- Comprehensive knowledge of Paramedic Services, normally acquired through the attainment of a Community College Diploma in Paramedicine or a University Degree in a related discipline.
- Fluent knowledge of Basic & Advanced Life Support Patient Care Standards, the Ambulance Act, related Regulations and Standards, Regional Base Hospital Program, Medical Directives, and techniques.
- Thorough knowledge of the Occupational Health & Safety Act and other related legislation.
- Demonstrated ability in program development, delivery, evaluation, reporting, and presenting on program effectiveness.
- Exceptional level of communication and presentation skills to communicate effectively with staff, public, committees, and representatives of outside agencies and municipalities. Ability to participate as
- An effective team member and support and project values compatible with the organization.



**PARAMEDIC
SERVICES**

- Skill in the operation of a personal computer using the Internet, Microsoft Office (Word, Excel, PowerPoint, Access, Teams) as well as database software programs.
- Ability to travel to various locations within and outside of the County for, meetings or presentations.
- Must have reliable transportation at all times when a service vehicle is not available.
- Proven ability to exercise sound judgment and decision-making.
- Criminal Records Check with Vulnerable Sector Screening that is less than ninety (90) days old at the time of hire.
- Hold a valid Ontario unrestricted “F” class driver’s license (or provincial equivalent) with no more than six (6) demerit points accumulated during the year immediately prior to the date of commencement of employment.
- Meet the following driving record requirements:
 - o Must have maintained, during the two (2) years immediately prior to the date of commencement of employment, and continued to maintain during employment, a valid driver’s license under the Highway Traffic Act.
 - o Must not have been prohibited under the Criminal Code of Canada from driving a motor vehicle in Canada at any time during the three (3) years immediately prior to the date of commencement of employment and during employment.
- Must hold current HCP CPR certification.
- Must hold current Standard First Aid certification or equivalent.
- Able to read, write, and speak the English language fluently.
- Independent and able to work effectively with minimal supervision.
- Possess strong resiliency and coping skills.

EXPERIENCE

- A minimum of five (5) years of front-line relevant clinical delivery experience.
- A minimum of two (2) years of leadership experience supervising staff and the administration of employment policies, procedures, and collective agreements.
- Change management experience within a large multi-location, unionized environment.
- Demonstrated experience in liaising with primary care practitioners, case management, and client/patient advocacy
- Experience in Community Paramedicine programming and general knowledge of Community Paramedicine in Ontario.



**PARAMEDIC
SERVICES**

EFFORT

- Visual and mental effort required when performing patient care, attending meetings, and preparing and reviewing reports.
- Be in excellent physical health and able to lift heavy weights, and assist in the conveyance of patients.
- Be able to work under pressure and make rapid appropriate decisions.
- Visual attentiveness is required when driving.
- Requires dexterity when performing invasive procedures and mental acuity in undertaking medical decision-making and treatment.

WORKING CONDITIONS

- Exposure to inclement weather and road conditions.
- Will be required to enter into patients' home environments.
- Frequent exposure to highly stressful, unpleasant/emotional situations when dealing with patients in crisis.
- May be exposed to challenging situations when working with patients and family members.
- May be required to wear uncomfortable personal protective equipment.

SALARY GRADE

\$99,125.00 - \$118,953.00

Non Union

For more information, please visit <https://www.simcoe.ca/HumanResources/Pages/careers.aspx>