

**Manager Planning and Performance  
Health Services – Paramedic Services  
Regular Full-Time**

**Salary Range: \$118,003 to \$147,504 per annum plus comprehensive benefits and vacation accrual**

**Size of the Team you will lead:** Approximately 20 Non-Union employees

As a leader, you bring *vision* and *authenticity* to your duties and the way you *work with* people. If you are *inspiring, results-oriented* and are a *collaborative people-leader* this may be the opportunity you have been looking for...

**What you will do in this role:**

- Demonstrate a commitment to diversity, equity, and inclusion through continuous development, modeling inclusive behaviors, and proactively managing bias  
Promote a service-oriented culture and focus within Paramedic Services
- Develop and empower staff by giving regular feedback, providing development opportunities and strategic direction, and encouraging staff's participation in key decision-making processes, where appropriate
- Oversee the investigation of and recommendations for innovative strategies to deliver quality services, including new service development, in the most economical manner
- Facilitates long-range strategic planning for the provision of paramedic services within the Region
- Oversee the delivery of system performance planning and reporting, including: the deployment plan; new service development and the preparation of standard operating procedures
- Oversee the monitoring of all external paramedic program and performance agreement standards (i.e. Base Hospital performance agreement, Hospital Offload Nursing Program agreement, Tiered Response agreement – external relations, etc.)
- Oversees the tracking and reporting of all internal and external operational performance statistics
- Lead the development, management and coordination of system performance policies, protocols and programs and their implementation to ensure paramedic services are delivered at a consistently high standard and in compliance with all relevant legislation
- Oversee the delivery of all education and training to paramedic services including the development and delivery of all required paramedic education, training and evaluation of clinical and professional skills
- Oversees the public outreach and awareness program. Provides guidance and direction for the program, media relations, special events and PRPS' present and future strategic direction

- Lead the preparation of the Planning & Performance area budget
- Accountable for all aspects of the Planning & Performance area budget and procedures, ensuring that all budget expenditures are consistent with the requirements of meeting operating quality standards

**What the role requires:**

**Education:**

- University Degree in a related discipline, combined with significant, progressively responsible experience (minimum 5 to 8 years)
- Master's in business administration or other Masters designation is an asset
- An equivalent combination of education and/or experience may be considered

**Leadership:**

- Strong leadership skills with the ability to motivate, coach, mentor and performance manage staff
- Experience in leading and managing a team of highly technical, diverse, professional staff, and has the capability and resiliency to lead staff through a changing environment and culture
- Employee relations, supervisory and conflict resolution skills

**Skills and knowledge in:**

- Quality management, risk management, performance measurement and planning, as well as general management principles
- Understanding and interpreting relevant legislation including Ambulance Act and its associated Regulations and Standards, and any other related legislation (Employment Standards Act, Occupational Health & Safety Act)
- Research, analytical and problem solving to make systematic and rational judgments based on relevant information

**Location:** In this role you will have the ability to work remotely and attend on-site when required based on operational requirements at the 1600 Bovaird Drive East, Brampton *worksite*. The frequency of on-site activities may vary on a weekly basis and based on operational requirements. Your remote work location must be located within the province of Ontario.

**Hours:** 35 hours/week – Monday through Friday.

The Region of Peel offers job based flexible hours of work that allows employees to manage personal and professional responsibilities while at the same time ensures business operational needs and customer service expectations are achieved.

**Interview:** Our recruitment process will be completed with video conference technology.

**If this opportunity matches your qualifications and experience, please apply online at [www.peelregion.ca/hr](http://www.peelregion.ca/hr).**