

The City of Kawartha Lakes invites applications to join our Paramedic Services Team as **Chief of Paramedic Services**.

When you come to work for the City of Kawartha Lakes, you are joining a community of municipal workers who take pride in knowing that every day you are having a positive impact in the community. Our mission is to deliver the highest standards of municipal services while creating a healthy and sustainable future for all Kawartha Lakes' residents and businesses. We work to our values of Accountability, Respect and Teamwork and we want you to **Jump In** with us!!

We are an equal opportunity employer which values equity, diversity, and inclusion in the workplace. We foster a safe and creative work environment, where training and skill development are prioritized, with opportunities and support for career advancement. As a team member at the City of Kawartha Lakes, you may be entitled to the following: flexible work hours, remote and hybrid working arrangements, OMERS pension (defined benefit), employer paid benefits package including short and long term disability income replacement, education reimbursement and other programs that foster innovation, leadership, and career advancement.

The Kawartha Lakes Paramedic Services team is committed to providing compassionate care to our residents who are in need of assistance. We are also committed to promoting healthy communities through education. Reporting to the CAO, the **Chief of Paramedic Services** will provide leadership so that our team is appropriately positioned to meet and exceed the provincial standards; actively maintain knowledge of industry changes, pending changes, best practices; and engage a continuous improvement mindset and recommend improvements to CAO and Council.

Salary: \$137,692 - \$161,080

See below for additional information about this exciting position!

### **Essential Duties**

*Specific to this role:*

Responsible for the management of the Kawartha Lakes land ambulance program in accordance with Ontario legislation and regulations

*As a member of the senior leadership team:*

Conduct continuous research, analysis of industry trends, issues and future objectives resulting in recommendations to the Chief Administrative Officer and Council

- Develop and implement strategic goals, priorities and measurements, consistent with performance management, engaging a continuous improvement mindset and recommend improvements to CAO and Council
- Conduct review and analysis of organizational service objectives and ensure standards are achieved

- Ensure collaborative partnerships are maintained with community partners, agencies, legislators and neighbouring service providers
- Ensure collaborative partnerships are formed and maintained inside of the organization including maintaining a cohesive team environment to support staff to achieve objectives
- Prepare and review Council reports, providing advice and recommendations on departmental matters; follow through on Council directives and report on progress
- Develop comprehensive budgets for the department, present recommendations to Council; Implement and monitor the department's annual expenditures per guidelines specified
- As a member of the Senior Management Team Contribute to corporate planning including employee related strategies, financial planning, organizational programs
- Model the desired organizational values and competencies; monitor performance of applicable corporate policies, directives, procedures, agreements
- Participate, with designated partners, at various employment related processes including grievance meetings, arbitrations, contract negotiations as required
- Responsible for the overall performance outcomes of direct reports applying applicable actions aligned with organizational values; includes actions not limited to hire, lead, coach, train, discipline
- Act as a supervisor under the Occupational Health and Safety Act
- Perform other related duties as assigned

### **Qualifications**

#### *Specific to this role:*

- Post-secondary degree in Health Management with Advanced Care Paramedic Status or a related field
- Minimum 10 years of related progressive experience, preferably in a municipal environment
- Knowledge and experience in the provincial ambulance system, gained by working as a Primary and Advance Care Paramedic
- Management experience in a unionized environment, along with significant knowledge and experience with all aspects of Paramedic Service, Pre-Hospital Emergency Care, Dispatch Procedure and Protocol and Ministry of Health policy, protocols and funding parameters
- Thorough knowledge of Provincial or inter-governmental legislation, programs, policies and guidelines as they relate to the various services provided in the Paramedic Service

*As a member of the senior leadership team:*

- Knowledge of Municipal structures, functions, and financing of local governments, and their relations with federal and provincial governments
- Knowledge of financial management strategies including budgeting, budget tracking and procurement
- Extensive experience in public relations, facilitation and conducting presentations in public forums
- Advanced analytical, problem solving, negotiation and conflict resolution skills
- Demonstrated ability to exercise discretion and tact and maintain a high degree of confidentiality at all times, complying with all applicable privacy legislation and local policies and procedures
- Effective oral communication and strong interpersonal skills to deal with members of the public, staff, council and senior government
- Demonstrated ability to contribute to and build upon a positive and healthy work environment
- Possess initiative consistently with commitment to quality improvement, sharing process improvement initiatives with management; understanding the use of Business Intelligence (BI) and demonstrated use and development of Key Performance Indicators (KPI)
- Demonstrated ability to investigate, research, write and present complex reports that can give rise to legal actions
- Demonstrated proficiency in Microsoft Office, the internet and any other related software.
- Possess and maintain a valid Ontario Class “G” Driver’s License
- Possess and maintain the absence of a Criminal Record. (Upon a conditional offer of employment, a Criminal Record Check, including a Vulnerable Sector Search, will be required.)

### **Key Performance Competencies**

#### ***Communication and Collaboration***

Effective communication, cooperation, interpersonal relations/teamwork, supportive work environment, demonstrating support (compliance) of established policies / processes, ensuring confidentiality is maintained, in situations where it is expected and policy and procedure require it.

#### ***Creativity and Innovation***

Thinks beyond the confines of traditional models to recognize opportunities and find new and better ways of doing things, utilizing LEAN Sigma as appropriate.

***Culture Management***

Models the organization's values and reinforces the desired culture in support of the achievement of organizational strategic goals.

***Problem Solving and Decision Making***

Uses critical thinking to evaluate problems, gather information, understand causes, and identify best possible solutions. Invests time in planning, discovery and reflection to drive better decisions and continuous improvement.

***People Leadership***

Inspires, motivates, and empowers people to achieve organizational strategic goals; coaches, mentors, and manages employee experience, and employee performance, through mindful preparation; creates space for others to lead.

***Planning and Results Orientation***

Invests time in upfront planning to achieve organizational goals and objectives while meeting quality standards, following the appropriate processes, and demonstrating continuous commitment and improvement.

***Risk Management***

The ability to assess and mitigate the degree of risk in plans or actions; makes contingency plans to limit the magnitude of risk. This includes any risk to the organization such as Health and Safety, financial, compliance, etc.

***Service Excellence***

Superior customer focused actions, both internal and external to the organization, demonstrating ethical, transparent behaviours, respect for others, listening to concerns and taking appropriate actions.

***Strategic Leadership and Execution***

Applies vision to think beyond the immediate situation and explores multiple potential paths; invests time in planning, discovery, and reflection to better drive decisions and more efficient implementation; ensures that corporate goals are met by executing, monitoring, and adjusting the organizational strategic plan.

