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**Deputy Chief, Operations**

Department **Paramedic Service Department - Administration Division**

Location **City of Kawartha Lakes, ON**

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## Job Brief

Responsible for the development and implementation of departmental procedures to achieve corporate and departmental strategic objectives. Departmental lead in regards to adherence to all related operational standards and requirements.

Employment Status:

**Permanent Full time**

Union:

**NON-UNION**

Open To:

**Internal/External Applicant(s)**

Closing Date:

**14/02/23**

Duration (if temporary):

**N/A**

The City of Kawartha Lakes invites applications to join our team as a **Deputy Chief, Operations**.

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.

Job Title	<b>Deputy Chief, Operations</b>
Salary	\$110,443 - \$129,201 annual (2022)
Reports To	Chief of Paramedic Services
Department	Paramedic Service
Location	City of Kawartha Lakes
Hours	Normal Working Hours 37.5 hours per week with core working hours between 8:00 a.m. and 5:00 p.m. May be required to work additional hours if volume and scope requires.
Other	General office environment. Some travel throughout the City of Kawartha Lakes may be necessary in accordance with job requirements.

### Essential Duties

- Formulates, develops and administers directives, programs, policies and procedures to achieve departmental objectives
- Allocates resources to achieve strategic objectives in such areas as deployment, equipment and technology procedure and use, patient care and overall compliance to the applicable requirements
- Demonstrates leadership in managing and engaging team members, providing feedback and/or corrective action
- Estimates budget requirements, making recommendations to inform current and future expenditures
- Develops schedules and vehicle assignment systems
- Formulates deployment strategies based on system performance monitoring
- Provides guidance and consultation to ensure MOHLTC standards, City of Kawartha Lakes policies and procedures and Provincial Legislation are adhered to with respect to fleet operations and Ambulance base operations
- Procures services and goods
- Manages stakeholder interactions in the supply and receipt of information, analysis and resolution of issues
- Ensures accidents are investigated and appropriate follow up and/or remedial action is taken
- Handles customer service concerns, investigating, problem solving and responding as appropriate
- Acts as department lead with regard to allied agency meetings, projects, special concerns, joint projects and initiatives, including Provincial CACC, Base Hospital, and neighbouring service meetings
- Administers public relations activities on behalf of the department, identifying and communicating with all necessary audiences
- Responsible for the hiring, discipline, dismissal, performance management and training of staff, in consultation with the Director and Human Resources
- Administer the terms of the Collective Agreement, in collaboration with Human Resources
- Perform other related duties as assigned

### Key Qualifications

- Post-secondary degree in Paramedicine, Health Care Administration or a related field, plus additional specialized courses in Health Care
- Minimum of 5 years related progressive management experience in paramedic or health care field at a middle or senior level
- Current Certified Paramedic an asset
- Demonstrated ability to investigate, research, write and present complex reports that can give rise to discipline or other legal actions
- Excellent written communication skills; attention to detail and accuracy
- Ability to demonstrate initiative consistently with commitment to quality improvement, sharing process improvement initiatives with management
- Demonstrated time-management and organizational skills with the ability to prioritize workloads, multi-task, and meet deadlines with minimal supervision
- 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.)

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