



# Middlesex-London Paramedic Service

## JOB OPENING

Job Title: **Operations Superintendent**  
Job Opening ID: **OPS-04-13-IN**  
Full-Time/Part-Time: **Full-Time**  
Post Date: **April 13, 2023**  
Positions: **2**

Job Type: **Management / Non-Union**  
Posting: **Internal**  
Regular/Temporary: **Regular**  
Close Date: **April 27, 2023**

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### Job Summary

Middlesex-London Paramedic Service (MLPS) is currently accepting applications for the position of Operations Superintendent. The Operations Superintendent reports to the Commander of Operations for Middlesex-London Paramedic Service. This position is a full-time, 42 hours/week position, overseeing the daily/shift operations of all paramedic personnel and associated resources while working a rotating 24/7 schedule. The Operations Superintendent manages and administers the continuous operations of the front line staff to ensure efficient and competent service to the public. This position provides consultation and direct advice to frontline paramedic staff, the operations deputy superintendents and the Middlesex-London Paramedic Service management team, as well as performing casualty care as part of Emergency Medical Response in accordance with the Ambulance Act, Regulations, and level of certification (Primary or Advanced Care Paramedic).

The Operations Superintendent facilitates seamless emergency response for Middlesex-London Paramedic Service by monitoring daily operations, assigning tasks to appropriate staff, evaluating performance and maintaining vehicle and equipment records. This position ensures compliance with relevant collective agreements, all policies, procedures, operational standards and legislation. The position also serves as a training and support resource for paramedics and operations deputy superintendents, liaises with area hospitals and emergency services, and is the Designated Officer for communicable disease exposure during their assigned shifts.

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### Education

- Qualifications to practice in the Province of Ontario as an Advanced Care Paramedic or as a Primary Care Paramedic.
- Certification with the Southwestern Ontario Regional Base Hospital Program.

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### Knowledge, Experience and Qualifications

- Supervisory experience in either an acting or full-time role within a unionized environment would be preferred.
- Demonstrated interpersonal skills and ability to efficiently handle daily labour relations.
- A valid Class "F" Drivers Licence as required under Provincial law and meet all requirements of the Ambulance Act and Regulations.
- Effective communication style (written and verbal) with the ability to communicate in a clear and professional manner with both the public and MLPS staff.
- Ability to influence, negotiate and approach situations in a tactful and diplomatic manner.
- Strong leadership capabilities and competencies that foster a collaborative working style to coach and lead a growing team.
- Excellent team building skills and ability to effectively optimize performance levels.
- Post-secondary education in a relevant discipline to this position is considered an asset.

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### Closing Statement

Applicants interested in the position may submit a cover letter and resume via email at [applications@mlems.ca](mailto:applications@mlems.ca) quoting the job title in the subject line.

**The deadline for submission is 12:00 pm on April 27, 2023**

Middlesex-London Paramedic Service is committed to fostering a positive and progressive workforce that is representative of the citizens we serve.

In accordance with the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act and MLPS's Accommodation Policy, a request for accommodation will be accepted as part of the hiring process. If selected to participate in the recruitment, selection and/or assessment process, please inform Mr. Colin Heise of the nature of any accommodation(s) that you may require.



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To avoid any delays in the recruitment process, if you require accommodation to apply or if selected to participate in an assessment process, you must provide your accommodation needs in advance. You may also be required to submit adequate medical/other documentation to MLPS to support your request for accommodation.

Personal information contained in applications will be used for recruitment purposes and collected as per the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M.56. This information will be held in confidence, and only be used for candidate selection. Although we are very thankful for all applications, only those selected for an interview will be contacted.

Accessibility: Documents are available in various accessible formats upon request. To make a request please contact MLPS HR at 519-679-5466 or [hr@mlems.ca](mailto:hr@mlems.ca).