

Job Opening

Job Title:	Deputy Chief - Niagara EMS	Union:	Non-Union
Job Opening Id:	36101	# Required:	1
Business Unit:	Public Health and Emergency Services	Division:	EMS
Location:	Niagara Region	Standard Hours:	35.00 / week
Full/Part Time:	Full-Time	Regular/Temporary:	Regular
Salary Grade:	10	Salary Range:	\$124,840.00 - \$146,870.00
Post Date:	2023-06-22	Close Date:	2023-07-09

We are hiring a permanent full-time Deputy Chief in Niagara Emergency Medical Services!

Consider a career opportunity with Niagara Region, we offer:

- ✓ Competitive salary
- ✓ Health and dental benefits (includes eligible dependents)
- ✓ Learning and development opportunities
- ✓ Mentorship and training programs

Apply online via our [Careers Webpage](#). The deadline to apply is July 9, 2023, by midnight.

About Niagara EMS

Niagara EMS is responsible for providing 24-hour evidence-based emergency pre-hospital medical care and transportation to individuals experiencing injury or illness. Our dedicated team of highly qualified front-line paramedics and advanced emergency medical dispatchers work with equipment and technology to ensure the residents and visitors of Niagara receive the highest level of care available.

Niagara Emergency Medical Services operates 19 bases and a community response unit. The bases are located throughout Niagara to ensure optimal coverage and timely response for calls. Our Fleet and logistics are responsible for preventative maintenance and repair of equipment and fleet, control of inventory supply and expiration, legislated vehicle inspections and overseeing the quartermaster store. Niagara EMS has an accredited and progressive Emergency Dispatch Centre, and the communications centre (dispatch) manages over 80,000 calls per year.

Job Summary

The Niagara Region is seeking an innovative and inspiring leader to serve as Deputy Chief / Associate Director Emergency Medical Services. Reporting to the Chief/Director EMS, the Deputy Chief/Associate Director EMS is responsible for ensuring the direction of communications and paramedic services to citizens and visitors to Niagara and operational support that includes business/financial administration, property/equipment management, quality assurance, training, and information technology.

This Deputy Chief opportunity would be specifically for the System Performance portfolio in Niagara EMS.

Education

- Post-secondary degree in Health Sciences field or equivalent combination of university, college and/or service-related courses and seminars.
- Master's degree in business is preferred.

Knowledge

- Minimum of 5 years' experience in a senior management position in addition to a minimum of 3 years supervisory experience.
- Certification as a Primary or Advanced Care Paramedic as certified by the Niagara Regional Base Hospital Program OR Professional Certification as a Communications Centre Manager from the National/International Academies of Dispatch OR Bachelor of Business Administration/Commerce.
- Knowledge of the legislative acts, regulations and bodies that guide Emergency Medical Services, of the medical and emergency service partners in Niagara Region and of current health and emergency services issues in Ontario.
- EMS EMD – Quality Assurance is preferred.

Responsibilities

Provides leadership and direction in the administration of the EMS division business, property and equipment management, quality assurance, training and information technology support, communications and paramedic services to citizens and visitors activities.

- Ensures balanced and cost-effective delivery of ambulance coverage to all communities in the coverage area (this includes staff and vehicle availability) through creative deployment strategies and resource optimization.
- Develops operational goals and objectives, policies, and procedures to ensure the effective operation of the unit to enhance overall divisional operations and associated policy and procedure changes.
- Develops communication strategies to support departmental initiatives to ensure staff are informed.
- Participates as a member of the EMS Senior Management Team to develop long and short-term strategic and operational plans and budget priorities.
- Monitors division financial and program quality and performance, monitoring all factors (Federal, Provincial, Regional & Municipal) with fiscal impact, ensuring goals and performance measures are established, monitoring, evaluating, and reporting on results and outcomes, identifying areas of concern, and recommending actions to be taken.
- Ensures program planning and business management activities are effectively planned, managed, and evaluated, ensuring technology, equipment and training support activities and operational requirements, and providing recommendations on opportunities to enhance program and service delivery.
- Contributes to local community disaster planning and crisis management, ensuring a quality 'value added' service that provides full, efficient, cost-effective service that is seamless, integrated, accountable, and accessible to all people in Niagara Region and establishing co-operative working relationships with emergency services, such as fire and police departments, hospitals, nursing homes and local communities, as well as 911 and Emergency Health Services Committee participation.

Develops and manages relationships with internal and external stakeholders.

- Builds strategic networks, alliances, partnerships and consultation practices with healthcare, provincial, regional, municipal stakeholders, including police and fire services to ensure coordinated and seamless emergency response system.
- Promotes a positive image of the service and its programs, addressing community concerns and identifying changing public expectations.
- Builds relationships with MOHLTC and other regional departments.
- Liaises between administration, logistics and operations to facilitate activities.
- Ensures progressive and proactive communication internally within the Service and externally with the community and media.
- Represents the Division on corporate projects, ensuring corporate improvement initiatives and priorities are implemented within the division.

Develops operational policies and procedures to ensure the effective operation of the unit, ensuring their alignment with regulatory and professional standards and divisional/departmental policy, monitoring compliance, and ensuring policy updates/enhancements are undertaken.

- Ensures protocols are developed, accepted, and followed, communicating expectations about the quality-of-service delivery.

Manages people resource planning for the division or operating unit, determining ideal organizational structures, identifying desirable role and skill mix requirements, and ensuring ongoing work quality and deliverability of results.

- Enables results with the organization's human capital strategy to foster employee engagement.
- Directs and provides leadership for the activities and coaching of direct reports, providing work direction, setting priorities, assigning tasks/projects, determining methods and procedures to be used, resolving problems, ensuring results are achieved, and managing staff recruitment, performance, and skill development activities
- Ensures alignment and coordination of activity and quality of output between teams under their direction
- Ensures focus is service excellence, communication/transparency, innovation, and data integrity and workflow integration.
- Ensures staff has the information and resources to make successful plans and decisions.
- Ensures all people related issues, including recruitment, grievances, and labour relations issues, are aligned to HR and Corporate standards and practices.
- Helps to break down barriers to employee success, ensuring collaboration and cooperation with other teams within their division and department
- Ensures Occupational Health & Safety policies, programs and practices are implemented, and maintained. This includes workplace inspections, monitoring, accident reporting and investigations, and ensuring any observed hazards or lapses in the functioning of OH&S processes, and other OH&S concerns are responded to promptly.
- Ensures all individuals under supervision have been informed of hazards and instructed on the necessary risk control and emergency response measures.

Develops, manages and administers annual and multi-year Capital and Operating budgets for the division, ensuring support of Council's objectives, financial transparency and accountability, budget adherence, identifying and explaining variances, and financial reporting is effectively managed in compliance with corporate financial policies.

- Authorize, and administer the acquisition of goods and services for the operating unit and direct reports in accordance with the procurement policy and procedures

Special Requirements

- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance – Condition of Employment.
- Must possess and maintain a valid and unrestricted specified Driver F license for the class of the vehicle operated – Required.
- May be required to support emergency operations under the incident management structure, at the direction of the Emergency Operations Centre Director.
- Vaccine: Influenza Shot – Preferred.
- Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values of service, honesty, choice, partnership, and respect.

About Niagara Region

Serving a diverse urban and rural population of more than 475,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high-quality programs and services to support and advance the well-being of individuals, families, and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

At Niagara Region, we value diversity - in background and experience. We are proud to be an equal opportunity employer. We aspire to hire and grow a workforce reflective of the diverse community we serve. By doing so, we can deliver better programs and services across Niagara.

We welcome all applicants! For more information about diversity, equity, and inclusion at Niagara Region, [Diversity, Equity and Inclusion - Niagara Region, Ontario](#) or email related questions to diversity@niagararegion.ca. To send input on reducing barriers in the current hiring process, please email myhr@niagararegion.ca

For the Region's full employee equity statement, [Working at Niagara Region - Niagara Region, Ontario](#).

Other Important Notices

Please note that effective February 12, 2023, mandatory COVID-19 vaccinations are no longer required as per the Niagara Region's amended COVID-19 Vaccination Policy. As a result, you will not be required to submit verification of your vaccination status before starting employment with the Niagara Region. However, the Niagara Region continues to reserve the right to reintroduce vaccination requirements in the future if necessary to respond to changing public health advice and/or government direction. The Niagara Region continues to strongly encourage everyone to remain up to date with vaccinations.

If you require an accommodation for the application process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, the alternate formats for contacting us are as follows:

- Email: myhr@niagararegion.ca
- Phone: 905-980-6000 ext. 3252 or 1-800-263-7215
- Bell Relay: 1-800-855-0511
- In-person: Sir Isaac Brock Way, Thorold, ON, L2V 4T7 – Human Resources Department