



THE CORPORATION OF NORFOLK COUNTY – JOB POSTING

Posting #: NU 56.23

Title: Chief, Paramedic Services

Status: Permanent Full Time

Employee Group: Non-Union

Salary: \$107,826 - \$134,783 per annum

Division: Office of the Chief Administrative Officer

Department: Paramedic Services

Reports To: Chief Administrative Officer

Location: Delhi, ON with travel throughout Norfolk County

Posting Period: September 19, 2023 – October 3, 2023



How to Apply:

Follow the link below via Google Chrome or Microsoft Edge for the application process:

<https://apply.workable.com/norfolk-county/j/614F3E33D0/>

- Ensure the file extension for your resume document is .doc, .docx or .pdf
- If you are electing to include a cover letter, the cover letter and resume must be uploaded as 1 file.

About Norfolk County:

The Corporation of Norfolk County is a single-tier municipality of 70,000 located on the north shore of Lake Erie in Southwestern Ontario. Rural by nature, prosperous by design, Norfolk County offers picturesque rural living within easy reach of major urban centres including Hamilton, London, Kitchener-Waterloo and Brantford. With over 700 permanent staff, the County is committed to meeting the needs of its residents and business community by delivering efficient and effective services. With a variety of tourist attractions, a bountiful agricultural tradition, and spectacular recreations and lifestyle opportunities, the exceptional quality of community and family life is unmatched.

Basic Function:

Norfolk County Paramedic Services encompasses over 100 staff, working out of six bases, providing emergency medical response and community paramedicine programming to our community. Reporting to the Chief Administrative Officer, the Chief of Paramedic Services will focus on providing approved levels of service and statutory requirements through effective management of physical, human and financial resources of the service. The successful candidate will be an inspiring and empowering leader who is committed to optimizing service provision, ensuring high quality, innovative and inclusive service delivery, and fostering an engaged and resilient workforce. In accordance with legislation, the Chief is responsible for working with corporate departments to facilitate human resource planning and management, vehicle acquisition and deployment, purchasing, capital and operational budgeting, policy and procedure compliance, finance and administration; occupational health and safety; and emergency management. The ideal candidate will be strategic and collaborative in building local and provincial health and community service partnerships to enhance service and respond to community needs.

Note: This position will require flexible availability to accommodate deadlines, meeting/event attendance and/ or peak period workloads that may extend beyond the normal workday or occur on evenings/weekends as needed.

Knowledge and Experience:

- AEMCA/EMCA or equivalent and able to certify Primary Care Paramedic
- Valid Class F Driver's License
- WSIB Certification Member Level 1
- Minimum 5 years' Senior Management experience within Paramedic or Emergency Health Services environment
- Comprehensive knowledge of Paramedic Services, acquired through the attainment of post secondary education in Paramedic Services or a University Degree in Health Sciences, Emergency Management, Business Administration or related field
- A combination of informal education and experience with relevant work experience in progressively responsible management positions within Paramedic Services may be considered
- Knowledge and understanding of management, planning and evaluation of infrastructure and asset management, policy development, quality assurance

initiatives, data analysis and reporting, and project and program planning and implementation

- Financial acumen in the preparation, administration, and monitoring of the department's current operating and capital budgets, as well as procurement

Skills and Abilities:

- Must be a strong communicator, both verbally and in writing. Skilled in the preparation and delivery of reports, presentations, and recommendations to Council, committees, and in public forums. Previous experience with media relations and communications would be an asset
- Excellent mediation, negotiation, and investigative skills including past involvement in collective bargaining negotiations.
- Strong ability to foster teamwork, engage team members, manage change and establish a workplace culture of inclusion and excellence.
- Computer literacy in a Windows environment utilizing Microsoft Office applications, work processing, spreadsheets, and virtual meeting spaces.
- Capable of identifying trends, issues, core needs, and community variability for a responsive Paramedic Service to strategically direct and plan for emergency service delivery and additional programs in the community.
- Must be aware of safe work practices as they relate to job responsibilities and work environment.
- Must have working knowledge of legislation including the Ambulance Act, Highway Traffic Act, Occupational Health and Safety Act, Employee Standards Act, Coroners Act, and all relevant regulations.
- Ability to lead emergency response and incident command for major incidents within a 24/7 environment, with the ability to be on call as needed.

Position Description:

- Overall responsibility and accountability to the Ministry of Health and the Ministry of Long Term Care as applicable, Emergency Health Services Branch (MOH EHSB), Central Ambulance Communications Centre (CACC) and the Provincial Base Hospital Program as it relates to Norfolk County Paramedic Services

- Provide Paramedic Services direction, advice, and guidance to leadership team, paramedic staff, allied corporate departments, Council and committees and allied community organizations.
- Manage labour relations with staff, union issues relating to deployment, programs and meet for complaint and first stage of grievances. In coordination with HR maintain grievance tracking and resolution record. Participate in negotiation, including preparation of collective bargaining proposals.
- Oversees the strategic, administrative, and financial planning of the department through the Capital and Operating Budgets, ensuring service delivery is efficient and cost effective. Endeavors to ensure the municipality takes advantage of all available provincial, federal and other funding.
 - Continually looks for opportunities to enhance service delivery, control costs, explore revenue generating opportunities and streamline processes.
 - Establishes appropriate long term financial planning for the department
- On a rotational basis with the Deputy Chief(s), provide senior management on call coverage for major incidents, or as needed by the Duty Officer/Commanders.
- Provide interpretation and ensure compliance of the Ambulance Act, Base Hospital Policies and Norfolk County Policies. Review and interpret applicable acts, regulations and policies ensuring staff is aware of changes.
- Facilitate quality assurance and continuous improvement initiatives in patient care delivery as per policies, procedures, medical directives, and legislated requirements
- Direct ambulance and equipment deployment, procurement and purchasing of supplies and materials, and coordinate repairs and preventative maintenance.
- Ensure there is a Duty officer available 24/7. Ensure there are sufficient staff on every shift and to maintain staffing levels as per deployment plan.
- To coordinate, monitor Paramedic response times to ensure legislative compliance.
- As part of the Central Ambulance Communication Centre management team, maintain a working relationship, analyze, develop and coordinate inter-municipal agreement, deployment plan and seamless delivery of emergency response.

- Participate in strategic planning meetings to coordinate effective change with the Ministry of Health and Ministry of Long Term Care regarding budget sharing, policy changes, equipment changes, training initiatives and paramedic scope of practice.
- To organize and coordinate stakeholder meetings to ensure continuous involvement and input into operational issues affecting the Paramedic system. Research policy issues and consult with various stakeholder groups to improve policies and delivery of services.
- Manage the Human Resources for the department. Provide feedback to staff and encourage personal and professional development, including conducting performance appraisals. Promote and implement staff development in-service training, base hospital training, MOH training and Supervisory training.
- Support and encourage the peer support team, mental health and wellness strategy, and ensure every employee has access to a counsellor (EAP or other) and/or debriefing after a critical incident, promoting mental/physical well-being for all staff.
- To optimize utilization of resources to provide public education, support community events and promote the paramedic profession.
- Other duties as assigned

The Corporation of Norfolk County is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

Successful applicants are required to provide the Employer with a current Criminal Reference Check.

Thank you for your interest in this position. Only those to be interviewed will be contacted.