

**Posting # 1560**

**Title: Commander of Professional Standards**

**Section:** Professional Standards

**Division:** Paramedic Services

**Department:** Community Safety

**Initial Reporting Location:** Lionel E. Lalonde Centre

**Job Status:** Permanent Position

**Number of Vacancies:** 1

**Affiliation:** Non Union

**Hours of Work:** 70 hours bi-weekly

**Shift Work Required:** No

**Range of Pay:** Group 13 - \$3,739.40 to \$4,401.60 bi-weekly

**The start date will follow the selection process.**

This position is not eligible to work remotely

**Main Function:** Direct and manage the development, implementation and monitoring of programs related to Community Health Promotion, Service Certification, patient care investigations, compliance and legal matters in accordance with relevant legislation, regulations, standards and CGS policies.

**Characteristic Duties:** Under the general direction of the Deputy Chief of Paramedic Services.

1. Direct, implement and manage Community and Departmental Health Programs, confidential patient care and services investigations related to Emergency Services by ensuring all activities are conducted in accordance with all applicable legislation, regulations, standards and policy.
2. Analyze and interpret legislative amendments, changes in medical procedures and delivery of services and develop programs and policies to implement same.
3. Oversee the maintenance of compliance of all standards as set out in Regulation 257/00 of the Ambulance Act in order to meet all requirements of the Ministry of Health (MOH) land ambulance certification. Compile and communicate the Land Ambulance Certification assessment results and assist in developing recommendations.
4. Maintain the Division's master policy and procedure document including policy and procedure evaluation, creation when necessary, and revisions following an established schedule and in consultation with most responsible managers.
5. Oversee or conduct as required service delivery investigations, evidence development, and court/inquest services.
6. Report compliance breaches and issues and make recommendations to remedy regarding non-compliance. Develop and implement action plans to track, monitor and correct deficiencies. Escalate non-compliance matters to the Deputy Chief, as required.
7. Develop and manage the records management system to ensure confidentiality, security and compliance with all necessary Ministry, legislative, regulatory and policy guidelines.
8. Assist in the preparation and execution of the annual Business Plan in concert with the budgeting process. The Plan will detail service goals, expected service/performance outputs, resource inputs required to achieve these outputs, and the performance measures used to assess the Division's performance against the goals.
9. Ensure positive community relations through prompt and efficient investigation and resolution of operational related complaints and/or concerns. Participate in community relations programs to ensure good public relations with the public, other governmental agencies and outside organizations.
10. Oversee the development, implementation and delivery of comprehensive public awareness and injury prevention programs and strategies aimed at reducing illness and injuries within the community.
11. Oversee the maintenance and enhancement to the CGS Public Assess Defibrillator Program and operate within respective budget.
12. Oversee the department's Designated Officer (DO) Program including all policies related to infection prevention and control, DO training, and maintaining and completing all requirements as established in the exposure control protocol and DO resource manual.
13. Review service disaster and operational contingency plans to ensure coordinated and effective response.
14. Liaise with other municipalities, governmental agencies, ambulance service operators and administrative bodies to ensure

the service continuously meets legislative and regulatory standards.

15. Assume on-call duties as scheduled, ensuring an on-call operations Duty Officer is available 24/7, 365 days a year to deal with senior operational issues. Respond to major emergencies on a 24-hour basis and assume Incident Command as required.
16. Develop and maintain a thorough working knowledge of CGS's Safety Manual and the applicable Provincial Legislation listed therein.
17. Perform other related duties as required.

### **Qualifications:**

#### **Education and Training:**

- Diploma in Emergency Care/Paramedicine from a College of Applied Arts and Technology.
- Extensive and progressive training in the field of EMS and Administration.
- Additional education initiatives to update and expand competencies (i.e., Management training courses).
- Current certification as a Primary Care or Advanced Care Paramedic in Ontario (Advanced Care preferred).

#### **Experience:**

- Minimum of five (5) years field experience as a Primary or Advanced Care Paramedic.
- Minimum of six (6) years emergency services management experience, including four (4) years managing in the public service or health care sector, preferably with experience in the management of an ambulance service.

#### **Knowledge Of:**

- CGS's priorities.
- Applicable legislation and related regulations including but not limited to the Ambulance Act, the Highway Traffic Act and the Occupational Health and Safety Act.
- Current and emerging management issues within CGS as they affect emergency medical services.
- Best Practices within areas of responsibility.
- Horizontal linkages to other relevant government levels and services, as well as the private sector.

#### **Abilities To:**

- Analytical and planning skills using legislation, needs assessment, research and statistics.
- Effectively develop and implement positive public relations. Understand and meet the needs of customers.
- Assist in preparing an effective Business Plan for the Section and preparation of operating and capital budgets for the Section.
- Translate CGS's vision for others both within and outside the organization.
- Build the values of the organization into programs, services and policies.
- Set and achieve high standards. Align systems to facilitate better service for the citizens of CGS.
- Link programs, services and policies to broad policy objectives.
- Demonstrate knowledge of computer software and administrative systems in a Windows environment (e.g., file maintenance, word processing, spreadsheet applications, information input and retrieval, etc.).
- Create and respond appropriately to a continuous learning environment.
- Balance conflicting demands from stakeholders.
- Anticipate and manage the impact of change.
- Manage conflict, mediate disputes, and assist in reaching consensus.
- Respond quickly to emerging opportunities or risks.
- Share power horizontally and vertically.

#### **Personal Suitability:**

- Commitment to succeed in a management role.
- Mental and physical fitness to perform essential job functions.
- Personal commitment to address demands from internal and external stakeholders.

#### **Language:**

- Excellent use of English; verbally and in writing.
- French verbal skills highly desirable; written skills an asset.

#### **Other Requirements:**

- May require the use of a personal or CGS vehicle on CGS business. Must be physically capable of operating a vehicle safely, possess a valid Class "F" driver's licence, have an acceptable driving record, and personal insurance coverage.

#### **Leadership Competencies: Tactical Implementation (II)**

For more information on leadership competencies, please visit posting on website: <https://myjobs.greatersudbury.ca/>

**How to Apply:**

Please visit <https://myjobs.greatersudbury.ca/> to apply online.

We must receive your resume before **11:59 p.m. on Wednesday, November 8, 2023**. For those providing a French language resume, please also include an English version.

1. Click on the **Apply for Job** button.
2. Follow the step by step application process.
3. Ensure you attached a cover letter and resume. Acceptable file types are:
  - .doc
  - .docx
  - .txt
  - .pdf
  - .rtf
4. Once completed, review your application and click on the **Submit** button.
5. Upon submission of your application, you will get a confirmation on the screen that your application has been successfully submitted. You will also receive an e-mail confirmation to the e-mail address on your profile.

All applicants are thanked for their interest in this position. Only those selected for an interview will be contacted. If contacted, and you require a disability related accommodation in order to participate in the recruitment process you must advise the Hiring Manager.

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**Contact Us:**

For technical difficulties, issues, questions or accommodations with an application made online email [myJOBS@greatersudbury.ca](mailto:myJOBS@greatersudbury.ca)