

Job Title: DEPUTY CHIEF

Requisition ID **46253** - Posted **04/29/2024** - (FIRE & PARAMEDIC HQ & EMS STATION 53) - **Non-Union - Full-time**

Job ID: 46253

Job Category: Emergency, Fire and Paramedics Services

Division & Section: Toronto Paramedic Services, PS Operational Support

Work Location: FIRE & PARAMEDIC HQ & EMS STATION 53, 4330 Dufferin St, Toronto, M3H 5R9

Job Type & Duration: Full-time, 2 Permanent Vacancies

Salary: \$192,741.00 - \$234,105.00, TM1223 and wage grade 11.0

Shift Information: Monday to Friday, 35 hours per week

Affiliation: Non-Union

Qualified List will be established for 24 months to fill permanent positions.

Number of Positions Open: 2

Posting Period: 29-APR-2024 to 13-MAY-2024

HR Contact: MELISSA GUT, 416-392-1531

Division Contact: BIKRAM CHAWLA, 416-392-2815

Major Responsibilities:

Reporting to the Chief, Paramedic Services, this is a senior administrative, operational and leadership position, directly responsible for one of the four functional areas; Operations, the Central Ambulance Communications Centre (CACC), Program Development and Service Quality or Operational Support.

The Deputy Chief will develop, design and implement functional policies and programs that make major changes in overall business performance based on long term needs. The position contributes to the continuous improvement of divisional performance, and the development and implementation of sound management practices and procedures.

Under the direction of the Chief, the Deputy Chief:

- Provides program management staff with direction and guidance, processes and tools to increase efficiencies and improve effectiveness of the services provided by their section
- Directs through subordinate management staff, all activities of the section, delegating management responsibility
- Leads and motivates a diverse workforce, ensures effective teamwork, provides resolution to controversial labour relations issues, ensures high standards of work quality and organizational performance, continuous learning and encourages innovation in others
- Develops, recommends and administers the annual budget for their section and ensures that the section's expenditures are controlled and maintained with approved budget limitations
- Operates in a team based management model, sharing policy development and program services with all other directors and all functional areas. Maintains continuous familiarity with the issues, projects and priorities of all four functional areas
- Shares overall command of Toronto Paramedic Services on a rotating basis as on-call Deputy TPS Chief/Director for 24 hours/day, seven day period, one week in four. Serves as incident commander for any major emergencies and is responsible to attend community events arising during the on-call cycle.
- Leads division wide projects and assignments which involve multiple functional areas of Toronto Paramedic Services such as response time improvement, hospital and delay

management, clinical quality management, asset control, outreach to those who are traditionally poorly served and the communications infrastructure

- Manages a constantly changing mix of funding sources for Toronto Paramedic services, minimizing reliance upon the municipal property tax base, while capitalizing on opportunities to attract provincial, federal, private sector and voluntary sector funding
- Ensures Toronto Paramedic Services maintains its Ontario Ministry of Health accreditation through compliance with standards, statutes and reporting requirements. Protects this accreditation through preparedness for recertification and spot inspections by the MOH
- Establishes and maintains working relationships with members of City Council, with Community Councils, and with the Committees of Council through which Toronto Paramedic Services reports
- Plays a lead role in the negotiation of TPS specific components of the relevant collective agreements and their administration in the operation of the division
- Establishes service priorities for Toronto Paramedic Services through environmental scans, analysis of existing operations, external best practices and the legislative framework of health care in Canada and beyond
- Develops and implements inter-municipal mutual aid agreements for both the routine delivery of cross border services, and for major incident and disaster resources
- Leads strategic emergency planning and disaster recovery, including creation of responses to chemical, biological and nuclear terrorism threats. Ensures the design and implementation of those responses, including operating policy and procedures, clinical interventions, equipment, stockpiling, inter-governmental and inter-local services. Secures and administers funding for such projects through multiple funding sources including federal, provincial and municipal sources
- Establishes close intergovernmental relationships with relevant Ministries at the provincial and federal level, as well as their agencies such as the Coroner's Office
- Individually and as a senior management team assumes responsibility for all properties, assets, and equipment of the division
- Establishes research partnerships with the Toronto Base Hospital Program, private industry, other Paramedic Services systems and academic institutions to improve quality and understanding of Paramedic Services systems and the clinical interventions they provide.
- Establishes and leads implementation of uniform training and certification standards and programs for paramedic, dispatcher and others providing service within the division
- Manages the partnership with the Toronto Base Hospital Program at Sunnybrook Hospital for medical control and certification of all paramedic providers, specialized education and clinical training and evaluation
- Directs the management of service complaints from the public, health care agencies and other public services. Ensures fair, transparent and consistent investigative processes. Maintains Toronto Paramedic Services compliance with provincial law through the reporting of all complaints and the results of investigations

Key Qualifications:

1. A history of successful senior management experience dealing with CAD health, fleet, technical support, and materials management issues.
2. Sound knowledge and understanding of the principles and practices of high performance paramedic services systems and the requirements of the Ambulance Act combined with considerable experience in initiating, leading and implementing proactive and progressive change in order to redesign and implement business processes, policies and strategies to facilitate improvements within critical timeframes.
3. Considerable experience handling labour relations, leading and motivating a diverse, multi-functional workforce with a strong ability to foster teamwork, communicate a vision, engage

team members, manage change and establish and operate in an environment that promotes excellence.

4. Experience in providing strategic advice and communicating with senior management and political staff on sensitive and confidential issues including familiarity with municipal governance policies, issues, all relevant legislation, municipal programs and services.
5. Extensive experience leading complex projects from inception through to implementation while balancing political, community and other stakeholder interests. Ability to manage competing priorities and demands in a rapidly changing environment.
6. Highly developed human and public relations skills with the ability to communicate both orally and in writing at all levels of the organization, with various political levels and the community and develop effective working relationships with all stakeholders.
7. Experience with financial reporting processes, including budget control, forecasting and interpreting financial reports.
8. Excellent strategic and lateral thinking skills in combination with strong research, analytical and problem solving abilities. Ability to develop, implement, monitor and measure the achievement of Section-wide values, goals and objectives.
9. Post-secondary education in a discipline pertinent to the job function or equivalent combination of education and experience.

A Qualified List of candidates will be established for the DEPUTY CHIEF position in the Toronto Paramedic Services division and will be in effect for 24 month from the date the list is created. Qualified candidates on the list may be considered when filling future permanent vacancies in this position.

Notes:

- Applicants are required to demonstrate in their resume that their qualifications match those specified in the job posting.

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