

POSITION DESCRIPTION

JOB TITLE	Deputy Chief	REPRESENTATION:	Non-Union
DEPARTMENT:	Paramedic Services		
POSITION DESCRIPTION:			
<p>Reporting to the Chief of Paramedic Services, the Deputy Chief of Paramedic Services is responsible for ensuring the operational readiness of the day-to-day operations of Paramedic Services. In collaboration with the Paramedic Services leadership team, the Deputy Chief will also be required to develop policies, procedures, guidelines, standards and plans to ensure regulatory compliance. Develops and manages the implementation of strategic performance quality and development. Consults with the Medical Director and the Medical Officer of Health ensuring informed clinical approaches and initiatives are appropriately considered.</p>			
DUTIES INCLUDE:			
<p>General Duties</p> <ul style="list-style-type: none"> • Responds to major calls and emergency situations and coordinates through the Incident Management System (IMS) at site as required in conjunction with the Chief. • Functions as admin on call as scheduled. • Participates in annual budgeting process. Responsible for the operational budgets as per Paramedic Services, County and Hospital procedures. Ensures that the operational budget is maintained within the budgeted levels. • Responsible for obtaining proper approvals and for the procurement of goods for service as well as signing authority for expenditures within allotted budget. • Prepares documents for competitive bid/procurement processes for approval by the Paramedic Chief and from time to time will participate in these processes. • Performs the responsibilities of the position within the legislative and regulatory standards set out in the applicable Federal and Provincial Legislation, By-Laws and Operational and Human Resource policies and codes. • Ensures that staff are in full compliance with all policies and procedures for Dufferin County Paramedic Service, the Ministry of Health, Headwaters Health Care Center, the Collective Agreement and other applicable legislation or requirements. • As a member of the Paramedic Service management team, ensures that the Ministry of Health requirements as per the Ambulance Act and Regulations, as well as the standards set by County Council and Headwaters Health Care Center are maintained. • Assists with the design and strategic direction for continued growth of the paramedic division, ensuring cost effective use of resources, and ensures plans and activities are documented according to policies, procedures, and standards. • Ensures a high level of respect for confidentiality for both the organization as a whole and staff as per the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) the Personal Information Protection and Electronic Documents Act, the Ambulance Act, and its associated Legislation and Regulations. • Protects own health and safety and the health and safety of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding occupational health and safety. Follows all guidelines for employees and employers as legislated under the Ontario Occupational Health and Safety Act. 			

- Fulfills responsibilities according to the Occupational Health and Safety Act, Workplace Safety and Insurance Act, and Workplace Hazardous Material Information System. This includes maintaining a clean, efficient, and safe working environment, recognizing health and safety hazards and reporting incidents.
- As set out by the County of Dufferin and Headwaters Health Care Center, perform duties upon declaration of an emergency.

Labour Relations and Personnel Management

- Reporting directly to the Chief, provide a planned, consistent and collaborative approach to enable the department to ensure efficient operation of the paramedic service.
- Provide day to day supervision, training, coaching and mentoring of the Paramedic Supervisory, Administrative and front-line Staff.
- Ensures performance standards of the Service are met through delegating and assigning work to Platoon Supervisors and Paramedics.
- Ensures that all documentation is being completed as per the Ministry of Health documentation standards. Reviews and investigates reaction and response times as set by the service.
- Plan and conduct performance appraisals of direct reports, which will include the Platoon Supervisors and will oversee the performance evaluations of all Paramedics.
- Oversee attendance management, STD/LTD process, LOA management, vacation procedures as well as the scheduling of staff through the Office Coordinator.
- Enhance a strong team culture with a positive attitude and natural tendency to help others meet goals and be successful.
- Have a high Emotional Intelligence and an adaptable nature. Must be experienced in change management techniques, persuasive communication, and natural ability to lead by example.
- Provide advice and guidance to the Platoon Supervisors on operational and personnel issues. This will include regular meetings with Platoon Supervisors as well as periodic station visits with paramedics to ensure compliance with policies, procedures, and legislated requirements.
- Assists with the recruitment of new paramedics, in coordination with the Platoon Supervisors and the Human Resources Department.
- Oversees the recruitment process for temporary contracts in conjunction with Human Resources and the Office Coordinator.
- Demonstrate corporate values at all times and ensure the highest level of professional standards are met and maintained.
- As a member of the PS Management team, ensures that the Ministry of Health requirements, as per the Ambulance Act and its associated Regulations, as well as the standards set by County Council are maintained.
- Assist the Chief with the design and strategic direction for continued growth of the paramedic service, ensuring cost effective use of resources, and ensures plans and activities are documented according to policies, procedures and standards.
- Participates as a member of the management bargaining team. Assists with developing strategies for negotiation with the bargaining unit. Addresses grievances as per the collective agreement.
- Works in conjunction with the Platoon Supervisor group to ensure that staff meet the Ambulance Service Patient Care and Transportation Standards. The Deputy Chief will review completed ambulance call reports with associated incident related documentation.

Inventory Control and Fleet Maintenance

- In collaboration with the Platoon Supervisors, responsible for the service stock and equipment program
- Responsible for the service's fleet maintenance, repair and replacement programs. Ensures the fleet maintenance reports and files are maintained the fleet maintenance reports and files are maintained.

Communications and Documentation

- Ensures that staff are in full compliance with all policies and procedures for DCPS, The Ministry of Health, the collective agreement and other applicable legislation or requirements. Ensures that the delivery of services is complying with Ministry of Health Emergency Health Services certification requirements.
- Ensures that all reports and documents are completed and forwarded to the appropriate recipients as required by the Ministry of Health Documentation Standards.
- Ensures that all vehicle collisions are investigated, and appropriate follow-up and reporting to appropriate governing body and/or remedial action is taken.

- Prepares monthly reports regarding call volumes, response times, off load delay, minimum emergency coverage and continued medical education and reports this to the Chief.
- The primary contact with Central Ambulance Communication Centre on operational issues.
- Responsible for the communication and technical support requirements of the division.
- Acts as the Service liaison with police, fire, border services, hospital, long-term care facilities or other allied agencies as applicable.
- Responsible for ongoing review and updating of deployment plan on a regular basis.
- Attend conferences, training sessions and seminars to keep informed of changes/trends in areas of responsibility, as directed by the Chief.

Quality Assurance and Staff Education

- Designs and manages the implementation, evaluation, and ongoing monitoring of DCPS quality assurance and quality improvement consistent with the requirements of applicable legislation and standards.
- Designs, develops, and implements organizational inquiries and investigations in response to the outcomes of audits, public inquiries/complaints, incident reporting, Ministry of Health investigations, coroner's inquiries/inquests, litigation, subpoena or internal reporting mechanisms and report findings/recommendations to Paramedic Chief.
- Ensures adherence to Basic and Advanced Life Support Patient Care standards, observation of the provision of Patient Care Standards and Medical Control with the Base Hospital Medical Director.
- Responsible for the Ambulance Call Report audits and instituting any remedial training requirements as identified. Works in conjunction with the CPER to implement any of these requirements.
- Liaise with provider of electronic patient care records program and any associated user group.

Staff Wellbeing, Health & Safety

- Works collaboratively with Occupational Health, and Peer Support team lead to coordinate, plan and facilitate health and fitness activities and programs for paramedic staff in efforts to mitigate occupational stress injuries.
- Oversees the Peer Support Team, from an administrative perspective, and works Collaboratively with the Peer Support team lead to ensure staffing, resource's, training of team initiatives is completed in a timely and financially accountable manner.
- Develop opportunities and lead initiatives to strengthen and promote well-being and stress reduction.
- Create and apply programs which provide support and foster resiliency, enabling paramedics to adapt and realize success in a changing work environment.
- Oversee design and adherence of workplace violence prevention program.
- Works with the management co-chair of the Paramedic Service Joint Occupational Health and Safety Committee representative to address that any concerns being brought forward are addressed and rectified in a timely manner.
- Manage Occupational Health & Safety, processes, and programs to align workplace activities with legislation, policy and best practice.
- Partner to build processes which proactively identify and mitigate risks to well-being, operational stressors, health and safety.
- Collaborate with IPAC to construct processes, education, and total quality management systems to enhance infection control practices and reduce risk of infectious disease transmission.
- Coordinate and participate in event analysis to identify the root causes of incidents which impact health and safety. Design solutions to mitigate recurrence and/or realign paramedic practice.
- Develop and manage programs to measure the success of health, safety, and well-being initiatives.
- Manage pandemic planning and preparedness, as it relates to paramedic practice.
- As lead Designated Officer, administer all aspects of the Designated Officer program.

Training

- Coordinates, develops, designs, and delivers training and related development initiatives in the areas of clinical, medical, equipment, operational and risk management training to ensure alignment with legislated requirements and policy directives.
- Assesses performance of staff through QA and training initiatives, recommending appropriate training, development plans and/or remedial activities to ensure all directives, operating policies and procedures are uniformly understood and applied by all paramedics and support staff.

- Researches the availability of training programs to identify, assess and recommend their adoption/adaptation, determining the requirement to develop customized training programs to meet both legislated training and certification requirements.
- In conjunction with the Platoon Supervisor group, conducts skills assessments and medical training needs analysis of all paramedics, developing individual and system training programs to ensure retention/development of staff.
- In conjunction with the Platoon Supervisor group, identifies gaps, competency deficiencies and requirements for training/retraining, developing recommendations, to ensure service provided aligns with overall quality assurance standards, provincial legislation/regulations and DCPS policy.
- Assists in the coordination of scheduling staff to obtain all the necessary training, tracks progress and completion of training within timelines set. Provide feedback to staff ensuring it is constructive, clear, and timely.
- Manages the design, delivery and evaluation of Paramedic Service training, professional development, and education strategies.
- Responsible for reporting and maintaining, training/QA activities on a regular basis to the Chief.
- Monitor training and policies of the electronic Patient Care Records (ePCR) and secure use and filing of ePCR patient care data, required hardware/software and troubleshooting.

QUALIFICATIONS:

Education, Certification and Experience

- Completion of post-secondary education in Paramedic program or equivalent
- Post-secondary degree in Health Administration, Business Administration, or Disaster & Emergency Management or combination of University/College education and experience (asset)
- Currently certified or able to obtain certification within 30 days of hire as a Primary Care Paramedic or Advanced Care Paramedic by a provincial base hospital program in the province of Ontario
- Joint Health and Safety Part 2 Public Safety Sector (Paramedic) certification
- Meets all requirements to be employed as a Paramedic within the Province of Ontario as outlined in the Ambulance Act
- Minimum ten (10) years of experience in a leadership role within a Paramedic Service

Knowledge, Skills and Abilities

- Demonstrated working knowledge of Ontario's land ambulance legislation, regulations, and current practices.
- Demonstrated knowledge of and interpretation of the Occupational Health and Safety Act
- Demonstrated knowledge and training in Designated Officer program and applicable legislation and guidelines.
- Demonstrated knowledge of all legislations and regulations pertinent to the role, including relevant Collective Agreement, Highway Traffic Act, and Paramedic Services in Ontario. This list is not considered to be fully inclusive of all legislations and regulations that are applicable to the position.
- Demonstrated knowledge and ability to implement Incident Management System (IMS) and Emergency Management.
- Demonstrated knowledge of budgeting.
- Demonstrated ability to work under stressful situations and exercise sound judgment.
- Demonstrated ability to manage complex emergency scenes, liaise with community partners, and assist in responding, controlling, mitigating and recovery from disasters.
- Demonstrated critical thinking skills by systematically obtaining and assessing relevant information, utilizing reflective reasoning, and taking action in decision making, with a realistic understanding of the issues and the impact of decision on the department/County.
- Demonstrated strong organizational skills and the capacity to multi-task in a fast-paced environment, responding with flexibility to changing priorities.
- Demonstrated leadership skills including effective mentoring, coaching counselling, and conflict management skills.
- Demonstrated strong interpersonal and communication skills, both written and verbal, and the ability to communicate complex information to a diverse audience base; fosters open communication.
- Ability to express ideas clearly and concisely with ease and confidence in a professional, consistent, and positive manner.
- Demonstrated respect for individual differences and competencies.

- Demonstrated professional work ethic and behaviours in interaction with internal and external contacts.
- High degree of computer proficiency including thorough knowledge of Microsoft Office Suite of products including Word, Excel, PowerPoint, Outlook, Access, and the ability to use other software applications.
- Demonstrated ability to adhere to confidentiality while exhibiting discretion and good judgement.
- Proven willingness to learn and acquire new information and skills.
- Demonstrated commitment to client-centered service/care.
- Demonstrated ability to promote a culture of Diversity, Equity, and Inclusion.
- Demonstrated ability to manage projects and timelines.
- Demonstrated ability to initiate and lead change within the department, promoting and applying innovative methods and solutions to situations through a continuous process improvement mindset.
- Demonstrated ability to be a team player who can establish and maintain effective working relationships with employees, clients/residents/patients, and the public.
- Demonstrated ability to provide an engaging work environment where staff are motivated to set and achieve or exceed challenging goals.
- Demonstrated ability to promote education, development and learning with staff.
- Demonstrated personal effectiveness in navigating organizational politics, building resiliency, encouraging work life balance and being aware of own strengths and limitations.
- Demonstrated understanding of a Just Culture approach to Continuous Quality Improvement.
- Demonstrated understanding and commitment to health and safety policies, procedures, and applicable legislation.
- Demonstrated ability to attend work on a regular basis.
- Must hold a valid Class "F" driver's license, per requirements of Ambulance Act.
- Satisfactory Criminal Reference Check and Vulnerable Sector Screen.
- Demonstrated ability to meet the physical demands of the position.

APPROVAL:

Prepared by:	Gary Staples	Chief	November 2023
Approved by:			
Approved by:			
	NAME	TITLE	DATE

