

Job Title: Community Paramedic (Primary Care)

Job Number:688

Job Type: Full-Time

Location: 1001 Erb's Rd - EMS - Paramedic Fleet HQ

Number of Positions: 3

Department: Paramedic Services

Division: Public Health and Paramedic Services

Hours of Work: 42

Union: CUPE 5191

Grade: CUPE 5191 Primary Care Paramedic

Salary Range: \$39.82 - \$42.32 per hour

Our Story:

Committed to fostering opportunities for current and future generations, the Region of Waterloo is an inclusive, thriving and sustainable region of connected rural and urban communities with global reach. Our mission is to serve, engage and inspire, by delivering quality services to a diverse population of 630,000+, while creating a healthy, collaborative environment of learning, respect and innovation. This is a place where employees are valued and recognized for their talents and contributions to our success. Our employees take pride in making a difference in people's lives through the work that we do. We are looking for people like you to help make it happen.

The Role

Delivers health care and community support services under the Community Paramedicine Program, in collaboration with community partners. Works rotating shifts on a 24-hour, 7 day a week basis, including weekends and statutory holidays.

Duties/Responsibilities

- Reports for work in proper uniform and fit for duty.
- Complies with all policies, procedures, legislation, and regulations pertaining to both 911 operations and community paramedicine.
- Provides patient assessment and care within scope of practice, per BLS PCS and ALS PCS, and under additional directives provided by base hospital. Administers medical interventions deemed necessary by base hospital. Collaborates with patients' primary care physicians for additional care modalities.
- May be required to activate 911 and/or assume role of first responder, in compliance with scope of practice under base hospital, and provide detailed patient reports to medical staff upon arrival at hospitals.
- Completes overall health appraisals and applicable assessments, including but not limited to: falls, home safety, medical, and medication reviews. Provides health education to clients and caregivers.

- Develops assessment-based care plans in partnership with clients, and follows up on outcomes.
- Oversees the remote patient monitoring program, which includes performing home visits and virtual visits, assessments, troubleshooting, and consultations when needed.
- Schedules appointments with clients, attends unscheduled appointments as required and at the request of community partners, and reschedules other clients to accommodate.
- Provides community health/social resource navigation consistent with information provided by community partners.
- Processes incoming referrals and determines most appropriate community resource(s) to assist clients with their current needs, and refers client to those service(s).
- Documents visits, assessments, referrals, and care plans in community paramedicine program reporting tools and electronic medical records. Maintains and updates client information and related actions/responses, including discharge plans.
- Completes written/electronic client and patient reports and other related documentation prior to end of shift per policy (e.g., ambulance calls, incident/occurrences, personal injury/body fluids exposure, accidents, operational activity).
- Communicates regularly with team members to provide client updates, tasks to be completed, and other relevant information required to maintain continuity of care and team safety.
- Collaborates with primary care and other care providers to develop and maintain client care plans, and to obtain and exchange information in service of new or existing care plans to ensure client needs are met.
- Monitors and follows up on client activities (e.g., after hospital discharge, health status changes).
- Promotes the program to community partners, clients, prospective clients, and their families/ caregivers.
- Responds to requests from the community regarding the program.
- Participates in training modules as required, and assists in evaluating the efficacy and effectiveness of training as it relates to the delivery model.
- Performs quality assurance.
- Communicates with other staff, health care providers, emergency care providers, the public, and patients in a professional, supportive manner.
- Attends mandatory and continuing medical education, and divisional training programs.
- Maintains vehicles, equipment, and duty bags to ensure they are stocked, clean, sanitary, and mechanically safe per standards. Reports deficiencies to on-duty supervisor, and assists to correct where qualified. Performs routine housekeeping, and checks, maintains, and stocks program stations as required.
- Uses a p-card for vehicle fuel, fluids, and minor repairs when travelling outside Waterloo Region.
- Perform related duties as assigned, including 911 emergency response as needed.

Knowledge, Skills, and Abilities

- Must meet all current primary care certifications per the Ambulance Act. Must be certified with Base Hospital (CPER) and maintain certification as outlined in the Maintenance of Certification Letter provided by CPER.
- Must successfully complete community paramedic practitioner training program (post-hire).
- Must participate in and complete all divisional training, including in-class and online learning modules.
- Must have a valid Class F Ontario driver's license and acceptable driving record to drive regional vehicles. Primarily travels within Waterloo Region, but occasionally travels beyond regional boundaries.
- Must have and maintain certification in appropriate level of CPR.
- Must have a minimum 3000 hours of experience as a paramedic.
- Must maintain IV certification, or become IV certified (post-hire).
- Knowledge, competency, and ability to comply with basic life support and advanced life support standards.
- Knowledge of and ability to comply with policies, procedures, legislation, and regulations (e.g., highway traffic act, health information/privacy).
- Ability to work independently with minimal supervision.
- Ability to work as an effective team member and demonstrate leadership.
- Knowledge of community and health agencies and resources.
- Organization, time management, and problem solving skills.

- Ability to exercise sound independent judgement and decision-making in stressful situations. Decisions may involve complex health and social needs, and sensitive and emotional issues that may impact the safety and wellbeing of staff and the public, often with far-reaching consequences.
- Communication and interpersonal skills to readily develop rapport and relationships, and provide medical information that is understandable to clients, their families/friends, and witnesses, who may be in distress or have cognitive or sensory challenges.
- Ability to gather and assess information and situations and determine priorities to provide detailed reports to medical staff.
- Ability to collaborate with health system partners and community agencies to ensure clients' needs are met.
- Communication skills to present and promote the program to community agencies, health system partners, clients, prospective clients, and their families/caregivers.
- Ability to read and interpret legislation, periodicals, policies, procedures, and internal communications. Ability to read maps. Ability to write clear, concise, legible reports.
- Ability to adapt to changing emergency situations, priorities, and technologies.
- Computer skills with ability to use software such as Microsoft Office, Excel, and document management systems including electronic health records.
- Ability to work rotating shifts in a 24/7 operation, including weekends and statutory holidays. Occasionally, overtime may be required due to emergency situations or early or late calls.
- Must provide an acceptable vulnerable sector police check.
- Ability to support and demonstrate the Region's values.

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