



SUPERINTENDENT OF PERFORMANCE STANDARDS

***This position requires a Cover Letter and Resume to be submitted when applying.

Position/Status: Superintendent of Performance Standards- Permanent Full-time - Non-union

Location: County Administration Building (2069 Battersea Road, Glenburnie, ON)

Internal Competition: NU-24-019 **POST#:** 732

Hours of Work: 42 hours per week

Salary Range: \$99,744 - \$118,743

Posting Date: August 20, 2024

Closing Date: August 26, 2024

Position Summary:

Under the supervision of the Deputy Chief of Performance Standards, the Superintendent of Performance Standards will supervise and monitor the performance standards for Paramedic Services through legislative requirements in compliance with Regional Paramedic Program of Eastern Ontario (RPPEO), County policies and service and operational performance standards. This position will identify the need for, recommend and design, implement and monitor training programs, including the mobile simulation program. The Superintendent of Performance Standards will carry out the duties in alignment to the organization's mission, vision and values, and work to further its priorities.

Education and Experience:

- Two-year post-secondary diploma in a Paramedic program or equivalent
- Holds the qualification of Advanced Emergency Medical Care Attendant (A-EMCA)
- Minimum of five (5) years of experience as a Primary Care Paramedic
- Maintain current certification by Base Hospital as a Primary Care Paramedic
- Certification in Adult Education preferred
- Experience with continuous quality improvement (CQI) including hands-on working knowledge of mobile patient simulation is an asset
- Experience in developing and delivering training programs an asset

Knowledge Skills & Abilities:

- Demonstrated working knowledge of Ontario's land ambulance legislation, regulations and current practices
- Demonstrated knowledge of all legislation and regulations pertinent to the role as well as an understanding of policies and legislation affecting municipal government, that impact functioning in the role
- Demonstrated strong communication skills, both written and verbal and ability to communicate complex information clearly and concisely with ease and confidence, to a diverse audience base; fosters open communication
- Demonstrated excellent presentation skills and ability to provide an engaging learning environment where staff are motivated to learn new skills and best practices
- Demonstrated ability to promote education, development and learning with staff
- Demonstrated respect for individual differences and competencies
- Demonstrated leadership skills including effective mentoring, coaching, counselling and conflict management skills
- Demonstrated professional work ethic and behaviours in interaction with internal and external contacts
- Demonstrated strong organizational skills and the capacity to multi-task in a fast-paced environment, responding with flexibility to changing priorities
- Demonstrated commitment to client-centered service and care
- 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
- Intermediate computer proficiency including thorough knowledge of Microsoft Office Suite of products including Word, Excel, PowerPoint, Outlook, and the ability to use other software applications
- Proven willingness to learn and acquire new information and skills
- Demonstrated commitment to client-centered service/care
- Demonstrated ability to adhere to confidentiality while exhibiting discretion and good judgement
- Demonstrated ability to manage projects and timelines



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- 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 is able to establish and maintain effective working relationships with employees, clients/ patients and the public
- Demonstrated personal effectiveness in navigating organizational politics, building resiliency, encouraging work life balance and being aware of own strengths and limitations
- 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 drivers license, per requirements of Ambulance Act
- Satisfactory Criminal Reference Check and Vulnerable Sector Screen
- Demonstrated ability to meet the physical demands of the position

Working Conditions:

- Sitting, standing, or walking for extended periods during a shift
- Driving with other passengers
- Varied shifts based on operational needs
- Potential exposure to conflict
- Intermediate level of concentration is required to analyze and interpret data and information and prepare reports
- Multi-tasking environment and necessity to meet deadlines on a regular basis
- Possible exposure to client/patient aggressive/defensive/agitated/disruptive verbal and/or physical behaviours (on rideouts)
- Possible exposure to heat/cold temperatures, noise, dirt/dust (on rideouts)

Further details can be found under the "Career Opportunities" section of the County of Frontenac website. **To submit an application to this posting, apply to the applicable POST# through the County of Frontenac website.**

The County of Frontenac is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process and applicants must make their needs known as soon as possible.



Please be advised that you may be requested to provide supporting documentation to ensure that appropriate accommodation is provided. All accommodation requests are reviewed and implemented in a manner that adhere to the principles of dignity, individualization, inclusion and full participation, collaboration, and privacy.

The County of Frontenac values a diverse workforce and the unique differences that each individual brings to the workplace.

We welcome all qualified applicants.

Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act and

will be used for the purpose of selecting candidates for the interview process and ultimate selection.

Questions regarding the collection, use, and disclosure of personal information pursuant to

MFIPPA may be directed to the Manager of Legislative Services/Clerk.

Launch Your Career #inFrontenac