



Competition #R-242313

Part-Time Operations Supervisor
(non-unionized role)
Chatham-Kent EMS
Permanent Part-Time

Medavie Health Services Ontario is the subsidiary of Medavie Health Services responsible for the optimal operation and management of Chatham-Kent EMS, an integrated, pre-hospital care organization. People are the biggest drivers of our success, and we are excited to continue to build a healthier community together. As the service provider for Chatham-Kent EMS, we're looking for **Part-Time Operations Supervisors** who are committed to the delivery of innovative health care, safety and communications solutions through knowledgeable and caring professionals.

Medavie Health Services is a national leader in primary health care solutions, the largest contracted provider of emergency medical services in Canada and delivers care in remote communities as part of our contract with Indigenous Services Canada.

Together, with our compassionate network of 4,300 health care professionals in six provinces, we have a long history of providing innovative community paramedicine programs and delivering mobile integrated health services across the country.

Every day, our team provides high-quality patient care through ground and air ambulance services, medical communications, mobile integrated health/community paramedicine programs, 911 Public Safety, 811 Telehealth, home health care, as well as clinical training.

Medavie Health Services is part of Medavie, a health solutions partner. Together with Medavie Blue Cross, we are committed to providing innovative solutions that will improve the wellbeing of all Canadians.

We are proud to invest in communities to help address some of Canada's most pressing health care challenges.

Located in **Chatham, Ontario**, the incumbents will provide direction to staff with respect to pre-hospital care and systems management in a paramedic service. Reporting to the Operations Manager, you will assist with the Company Corporate Strategic Goals, build staff capabilities, and implement changes to improve service levels. The overall general role of this position is to direct and provide oversight for the workforce in a positive manner.

In this role, you will be responsible for:

- ensuring that customer/patient service is a priority;
- successfully developing a customer/patient issue resolution process;
- managing the EMS area and dealing with employee and labour issues;
- overseeing and participating in the recruitment and selection process for site paramedic staff;
- demonstrating superior conflict resolution skills: balance assertiveness and sensitivity and successfully mediate conflicts;
- working with and developing effective teams;
- promoting awareness and compliance of company policies and procedures;
- collaborate with the communication centre to oversee unit hour utilization and ongoing ambulance capacity;
- supporting and participating in pre-hospital research initiatives as available;
- coordinating with the Operations Managers and preferred vendors to insure ongoing station needs are within budget and in a timely fashion; and
- other duties as assigned.

As the ideal candidate for this role, you:

- have a post-secondary education preferably in the Health Sciences field or an equivalent combination of education and experience;
- have completed an approved paramedic training program and are currently registered as a paramedic in the province of Ontario;
- possess a minimum of five years experience working as a paramedic with a minimum of one year in a progressively responsible leadership role;
- have proven knowledge of Emergency Medical Services operations and health care quality management best practices, legislative acts, and the regulations and bodies that guide Emergency Medical Services;
- possess a valid Class F driver's license in good standing in Ontario (or equivalent);
- have the ability to exercise independent judgment and can problem solve with discretion;
- are committed to providing stellar levels of customer/patient service and have a passion for business growth within MHS;
- possess and demonstrate leadership abilities with a proven track record for inspiring and motivating others;
- are skilled in leading and developing staff;
- use a positive and creative approach to problem solving;
- possess outstanding communication, negotiating, and dispute resolution skills; and
- have working knowledge of standard business computer programs (ie. Microsoft Office Suite).

The ability to be flexible with work hours is required.

Competition closes **Friday, November 15, 2024 (Midnight)**.

We would like to thank all candidates for expressing interest. Please note only those selected for interviews will be contacted.

Medavie Health Services is committed to the principle of equal opportunity in its employment practices and to providing an environment free from discrimination and harassment for all employees.

We are an Equal Opportunity Employer. In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* and the Ontario *Human Rights Code*, Medavie Health Services will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform Medavie Health Services Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation. All personal information is collected under the authority of the *Municipal Freedom of Information and Protection of Privacy Act*.

Any candidate not currently employed with Medavie Health Services will need to provide proof of full vaccination against COVID-19 or a valid medical certificate exempting them from the vaccine.