

OPERATIONS MANAGER, EMERGENCY FIRST RESPONSE TEAMS

Reference #: 2025-XX

Strong. Proud. Uplifting.

At Ornge, we believe that ordinary people can do extraordinary things.

Each day, we connect communities with critical care across Ontario, Canada. In the air and by land, our teams deliver equity in emergency response, uplifting the lives of those in our care.

We are excited to onboard individuals who bring energy, enthusiasm, and professionalism to our growing group of difference-makers and life-changers.

Discover Ontario, Canada, and an exciting career with Ornge.

Position Title	Operations Manager, Emergency First Response Teams
Department/Section	Paramedic Operations
Employment Status	Permanent Full Time
Targeted Salary Range	\$115,731.20-\$137,430.80
Work Mode	Hybrid (2 Days Per Week) *This role will travel frequently within Northern Ontario. Candidates applying must be willing to meet this travel requirement to be considered.
Location	Sudbury, Ontario
Hours of Work	37.5 hours/week
Posting Open Date	Wednesday February 19, 2025
Posting Close Date	Wednesday March 5, 2025

The targeted salary range is supplemented by a competitive total rewards package. The salary offered to the successful candidate will consider a wide array of factors such as the individual's skillset, level of experience applicable to the role and internal equity considerations.

Uplifting Your Career at Ornge

The Operations Manager, Emergency First Response Teams is responsible for all daily operations of the emergency first response teams. Ensures operational efficiency and high-quality patient care and supports the development and implementation of the Community Emergency First Response Program. Oversees the coordination and direction of all operational activities, ensuring the delivery of culturally competent care, especially to the predominantly First Nations population served. Monitors performance metrics and implements strategies to improve service delivery and response times.

Key Accountabilities:

- Lead department strategy development and implementation specific to Northern Emergency First Response Program in conjunction with the Director and Ornge Leadership Team.
- Enhances Emergency First Response Team's innovation and healthcare accessibility.
- Analyzes infrastructure needs to support long term departmental growth, define program objectives, KPIs and effectiveness through best practice and metrics/reporting.
- Monitors progress towards strategic objectives, addressing barriers to implementation.
- Explore and integrate technological advancements, such as telemedicine, to enhance service delivery.
- Leads Emergency First Response Team Programs, adhering to legal and regulatory standards in addition to the broader organizational strategic plan.
- Provides leadership and advice on health system matters related to patient safety and quality improvement.
- Develops policies and standards in response to legislative changes and healthcare delivery advancements.
- Manages records to ensure confidentiality and compliance and oversees educational initiatives for community emergency preparedness.
- Advocates for culturally safe practices in all aspects of Emergency First Response Services.
- Incorporates data analytics into service improvement strategies to enhance operational efficiency and patient outcomes.
- Fosters interdepartmental collaborations to streamline operations and share best practices.
- Leads an organizational culture of respect, adherence to the code of conduct, and high performance.
- Implements workforce development strategies in collaboration with Community Coordinators and EFRT Manager, Training and Education to mitigate staffing shortages and improve retention.
- Encourages a work environment valuing cultural competence and mental health literacy.
- Sets performance expectations and engages in coaching and succession planning for direct reports.
- Facilitates cultural safety training to ensure the delivery of respectful and informed care.

- Upholds and promotes the professional image of the Emergency First Response Team within the community.
- Ensures the Ornge wellness program is highlighted for the Emergency First Response Team to address occupational stress and burnout.
- Develops and maintains a diversity and inclusion program to ensure the workforce represents the community it serves.
- Assists with managing the Emergency First Response Team budget in collaboration with Director, Emergency First Response Team, and Ornge Finance team, ensuring strategic alignment with funding sources.
- Plans for capital equipment lifecycle, ensuring the procurement of quality and reliable resources.
- Helps to implements financial controls to monitor and address budget variances and optimize costs.
- Evaluates new medical technologies for potential budget and service delivery impacts.
- Engage in risk management activities to anticipate and mitigate financial risks to the department.

Qualifications:

- Post secondary education in Emergency Services, Project/Program Management, Paramedicine, or equivalent experience as it relates to Emergency First Respond role.
- A minimum of 5+ years of Paramedic Deputy Chief or similar Emergency Services management-level experience.
- Experience working in First Nations communities with understanding and respect for the cultural environment.
- Must have experience within Emergency Services, pre-hospital, or similar setting.
- Current HCP Cardiopulmonary Resuscitation Certification (CPR) and AEMCA Certified.
- Certifications and advanced knowledge of the Ambulance Act, Provincial Health and Safety Legislation, Broader Public Accountability Act and Provincial Health and Safety Acts.
- Advanced written and verbal communication skills to lead, facilitate and direct internal and external partners with the ability to convey clear concise messaging.
- Strong leadership, negotiation, customer service, influence, and financial skills.
- Exceptional ability to build relationships with a wide array of internal and external partners.

Total Rewards:

- Comprehensive Health, Dental and Vision Benefit Plan.
- 24/7 Employee and Family Assistance Program.
- Premium Defined Benefits Pension Plan Automatic Enrollment.
- Three Paid Personal Days (Pro-Rated for Year 1).

- Accrued vacation time starting at four weeks per year.
- PERKS! Employee Promotional Programs relating to personal phone plans, furniture, home/ car insurance, travel, fitness, attractions and more!

At Ornge, we are:

- Community connectors.
- Equity in healthcare.
- Strong in our convictions.
- Proud of the services we provide.
- Uplifting in our mission, values, and services.

You can expect us to be:

- Competitive in pay, benefits, vacation time and more.
- Promoters of diversity.
- Champions of inclusivity and accessibility.
- Committed to your career advancement.
- A tight-knit, supportive culture.

A bit about you:

- You are driven by our collective desire to make a difference.
- Excited by problem solving and excels at in-the-moment decision making.
- Teamwork has always been where you thrive.
- You are ready to put your skills into action in a fast-paced environment.

What's next:

- If you are ready to uplift lives, apply directly online.
- All resumes are reviewed by our team and only those under consideration will be contacted.
- Ornge is committed to providing accessible accommodations in compliance with Accessibility for Ontarians with Disabilities Act (AODA). Should you require accommodation through any stage of the recruitment process, please email us at talentacquisition@ornge.ca and we will work with you to meet your needs.
- Ornge encourages applications from candidates identifying as a member of a traditionally underrepresented group including First Nations, Métis, Inuit, and urban Indigenous peoples; Francophone persons; Black and racialized persons; members of 2SLGBTQIA+ communities; and persons with disabilities.

Are you ready to pursue a career that has a profound impact on communities across Ontario, Canada? **Join us.**

Ornge. Lives uplifted.