

COMMANDER POLICY PROJ & PROCESS IMPROVEMENT

- **Job ID:** 53616
- **Job Category:** Policy, Planning & Research
- **Division & Section:** Toronto Paramedic Services,
- **Work Location:** FIRE & PARAMEDIC HQ & EMS STATION 53, 4330 DUFFERIN ST
- **Job Type & Duration:** Full-time
- **Salary:** \$122,305-\$163,639
- **Shift Information:** Mon to Fri 35 hrs per week per week
- **Affiliation:** Non-Union
- **Number of Positions Open:** 1
- **Posting Period:** 04-Mar-2025 to 25-Mar-2025

Commander, Policy, Projects & Process Improvement

Reporting to the Chief, Toronto Paramedic Services, and as part of the senior management team, the Commander, Policy, Projects & Process Improvement provides senior level strategic advice, leads the development and submission of staff reports for Standing Committees and City Council, manages projects and initiatives, develops internal policies and procedures, and oversees the resolution of complex issues and inquiries for the Division.

Major Responsibilities

- Leads the research, formulation, writing and submission of all staff reports for Standing Committees or for Council, and maintains a status log of all outstanding staff reports. Organizes data from stakeholders, follows up with stakeholders for additional information and uses persuasion to represent and advance the Paramedic Services position.
- Represents the Chief, Toronto Paramedic Services and the division on project teams internally and with external organizations. Monitors and follows up with requests on behalf of the Chief, Toronto Paramedic Services to ensure the completion of projects.
- Attends Standing Committee and Council meetings to represent and answer enquiries from Members of Council on behalf of Toronto Paramedic Services as required and directed.
- Prepares briefing notes on assigned issues as requested by the Chief, Toronto Paramedic Services and senior team.
- Responds to inquiries from the public and councillors with appropriate and helpful information.

- Consults with councillors and senior staff in developing task forces and dealing with any issues concerning Paramedic Services.
- Meets with committee chairs and City staff to process reports for committee and council.
- Deals with any politically sensitive and critical issues with councillors and their respective wards and consults with provincial and federal officials pertaining to any issues or legislative issues concerning Toronto Paramedic Services.
- Assists in the development and promotion of the Toronto Paramedic Services strategic plan.
- Reviews and makes recommendations concerning the Toronto Paramedic Services budget process and recommends controls to ensure fiscal transparency and accountability of processes.
- Responds to staff on behalf of the Chief, Toronto Paramedic Services to encourage, deal with concerns and respond to inquiries.
- Identifies, develops and monitors Toronto Paramedic Services customer service improvement activities to ensure they are aligned with the City's customer service strategies.
- Maintains an awareness of current trends, practices, directions in the business marketplace as well as new and emerging issues affecting Toronto Paramedic Services and advises the senior management team on their potential impact on the organization.
- Assists in managing all forms of communication to/from the Toronto Paramedic Services Chief's office by reviewing, re-directing and/or responding to appropriate communications on behalf of the Chief, Toronto Paramedic Service
- Leads the formulation of internal policies and procedures and assists in their introduction in the workplace.
- Leads and participates in complex change management initiatives.
- Develops and implements detailed plans and recommends policies regarding program specific requirements.
- Manages assigned projects, ensuring effective teamwork and communication, high standards of work quality and organizational performance and continuous learning.
- Conducts research into assigned area ensuring that such research takes into account developments within the field, corporate policies and practices, legislation and initiatives by other levels of government.
- Works with senior staff to help identify and set priorities for process improvements within the Paramedic Services system.
- Advises, formulates and creates information updates to all Toronto Paramedic Services staff, teaches and presents material, as well as coordinates documents and information from the federal, provincial and municipal levels of government and community requests for the Chief, Toronto Paramedic Services.
- Supports the ongoing competency development in the areas of change management and process improvement within the Paramedic Services system.

Key Qualifications

1. Post-secondary education in a professional discipline pertinent to the job function combined with relevant broad public sector experience or equivalent combination of education and experience.
2. Considerable management experience in a large public sector environment, including managing sensitive and confidential issues, as well as familiarity with municipal governance policies, legislation, programs and services.
3. Experience providing strategic advice and communicating with senior management and political staff, including research, formulation, writing and submission of comprehensive reports, briefing notes and business cases.
4. Experience leading complex projects from inception through to implementation while balancing political, community and other stakeholder interests.
5. Sound knowledge and understanding of the principles and practices of high-performance paramedic service systems, including relevant policies, programs, and legislation.
6. Strategic and innovative thinker with strong research and analytical skills.
7. Highly developed human relations skills, with the ability to interact and effectively communicate, orally and in writing, with all organizational levels, political representatives and the media and to forge solid internal and external relationships.
8. Flexible and thrives in an environment with frequent and competing deadlines, multiple tasks and high-performance expectations.
9. Sound judgement and ability in handling complex change management initiatives.

Note To Current City of Toronto Employees

City of Toronto employees are eligible to apply for the posted job opportunity, but cannot hold two different jobs. To be considered for this job posting, you must indicate that you are a "Current City of Toronto employee" on the on-line application form, and provide your "Employee Number".

Equity, Diversity and Inclusion

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to [employment equity](#).

Accommodation

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your

needs. [Disability-related accommodation during the **application process** is available upon request.](#) Learn more about the City's [Hiring Policies and Accommodation Process](#).