

**Duty Supervisor
Permanent Full-Time
42 hours per week
\$100,682 - \$115,533 annually
Paramedic Services Department**

Join us and help make a difference! At Grey County we work together to deliver essential public services that meet the needs of our communities. Grey County isn't just a great place to live; its also a great place to work!

We are proud to offer competitive wages and an attractive total compensation package. We support learning and continuous employee development, and champion career progression for our employees. We value work-life balance, so you can make the most of your career at Grey County, while making the most of your life in Grey County!

Apply now to join our team!

Applicants are invited to submit their cover letter and resume by the deadline of July 3, 2025 at 11:59pm at [Careers | Grey County](#)

Purpose

To provide day to day supervision of all paramedics, and to ensure the provision and maintenance of an effective and cost efficient ambulance service throughout the County of Grey with respect to the administrative and operational aspects of the service.

Responsibilities (In cooperation with other duty supervisors)

- Establishing, instituting, directing, supervising and monitoring operational and policy and procedure for all assigned and non-assigned paramedics and stations, thereby ensuring efficient ambulance service is provided and maintained at all times.
- Establishing disaster control (for ambulance service) in the County of Grey in the event of natural or man-made disasters.
- Consulting with subordinate staff (paramedics), ensuring compliance with the County of Greys various policies covering Health and safety, Harassment and/or Discrimination, and General Corporate Policies.
- Overseeing and monitoring clinical performance of subordinates with a view to maintaining a high level of patient care at all times by completing chart reviews, on scene evaluations, etc.
- Effectively communicating to subordinates new policies and procedures ensuring they are understood and followed.
- Complete performance appraisals for all assigned staff.
- Provide training to staff as directed.

- Monitors vehicles, facilities and equipment to ensure safety, cleanliness and neatness, ensuring operational readiness is maintained and that corrective action is taken as required.
- Investigating unusual occurrences, complaints, accidents, taking appropriate action in accordance with County and Ministry of Health and Long Term Care policy.
- Effectively communicating to superiors to ensure maximum co-ordination and co-operation in the provision of efficient ambulance service.
- Attending meetings, conferences, seminars etc. as required in order to improve and/or upgrade skills as they pertain to the job description.
- Performing patient care duties and responding to ambulance calls as required as a first response unit including patient assessment, treatment and monitoring tasks, which includes some controlled medical acts in accordance with the Ambulance Act, Ontario Regulation 257/00, Patient Care and Transportation Standards and Communicable Disease Standards.
- Completing and/or directing completion and submission of routine, special and periodic reports as required.
- Ensuring a safe and healthy work environment is established and maintained within the workplace.
- Ensure compliance with the County of Greys various policies covering Health and Safety, Harassment and/or Discrimination, General Corporate Policies. Abides and adheres to the Ambulance Act and by the Occupational Health and safety Act, in particular Section 27, Duties of Supervisor.
- Establishing good relationships with allied agencies and the public in general.
- Ensuring map updates are quickly and effectively communicated to staff and C.A.C.C.
- Ensuring confidential information is not released unless proper authorization has first been obtained.
- Ensuring the delivery of station mail and reports to and from headquarters on a weekly basis.
- Ensuring that all required shifts are filled in order to prevent the down staffing of vehicles.

Working Conditions

Usual hours of work are a forty-two (42) per week. This position is required to be on 24 hours/7 days a week rotating status. Overtime can be expected to deal with normal operational and statutory deadlines, emergencies, and peak periods.

When emergencies and disasters occur, the incumbent is available at all hours to fulfil added responsibilities and to exercise a proper leadership influence.

Contacts

Internal Working Relationships

The Director of Paramedic Services, Operations Supervisor, Quality Assurance and Education Supervisor, other County Employees, Agencies, Management and employees within the Paramedic Services Department, Union representatives, Long Term Care service providers.

External Working Relationships

Ministry of Health officials, Paramedic Associations, Base Hospital staff, other first response agencies, other EMS providers, fire service providers, Central Ambulance Communications Centre staff and other related Emergency Health Services.

Knowledge and Skill

- Minimum certification as a Primary Care Paramedic as per the Ambulance Act of Ontario.
- Minimum of five (5) years ambulance related experience.
- Community Paramedicine certification or willing to obtain
- Previous Supervisory experience in the ambulance sector preferred.
- Related educational certificates in Effective Supervision and Site Management preferred but not essential.
- Strong organization and negotiation skills
- Effective oral and written communication skills.
- Strong background in (Microsoft) computer skills and capabilities.

Impact of Error

Poor strategic planning and decision-making may lead to inefficient and/or ineffective operations, possibly resulting in loss of life.

Ineffective or inefficient operations may result in decreased public respect and faith in Emergency Medical Services and County functions as a whole.

Scope and Responsibilities Department Specific

Scheduling

- Co-ordinate all regular scheduling
- Co-ordinate vacation and shift change schedules.
- Co-ordinate and schedule staff for all special event and public relations requests.
- Responsible for uniform design, inventory and disbursement.

Training and Quality Assurance

- Co-ordinate all in-service and mandatory training for the service
- Develop training programs in conjunction with the Base Hospital Program Coordinator.
- Maintain Human Resource Inventory.
- Responsible for orientation of new employees.
- Co-ordinate Ambulance Call Report audits

Fleet Services

- Coordinate all repairs and preventative maintenance and warranty claims for service fleet.
- Coordinate all motor vehicle accident investigations involving service vehicles.
- Coordinate fire extinguisher and oxygen testing.
- Responsible for equipment repair and maintenance.
- Responsible for equipment retrieval.

Inventory Control

- Set up and maintain supply inventory.
- Set up supplier accounts.
- Co-ordinate station maintenance and repairs.
- Co-ordinates in conjunction with C.A.C.C. all repairs and maintenance to communications systems.

Information for Interested Candidates

Interested applicants are invited to submit their cover letter and resume by the deadline of July 3, 2025 at 11:59pm at [Careers | Grey County](#)

We would like to take this opportunity to thank all applicants. Only those to be interviewed will be contacted.

Grey County is proud to be an equal opportunity employer, and promotes a culture of respect where all team members are valued for their unique talents, knowledge and lived experiences.

Accommodations are available for all parts of the recruitment process. Applicants are encouraged to outline accommodation needs when submitting their application. If alternate methods of application are required, candidates can email careers@grey.ca.

While we thank all candidates for their interest, only those selected for an interview will be contacted.

Any personal information submitted will be managed in accordance with the requirements of the Municipal Freedom of Information and Protection of Privacy Act, and will be used only to determine eligibility for employment.

Based on the nature of the position, pre-employment screening may be required including but not limited to; Criminal Record Searches, Financial Credit Inquiries; Educational and Credential Verification; Drivers Abstracts; Drug/Alcohol Testing; Pre-Medical Testing and Investigative Employment References.