

NIAGARA REGION JOB POSTING

JOB TITLE	Chief / Director Emergency Medical Services
JOB ID #	43043
DEPARTMENT	Public Health and Emergency Medical Services
DIVISION	Emergency Medical Services
LOCATION	Niagara EMS Headquarters
STATUS	Permanent, Full-time
SALARY	\$162,440.00 - \$191,100.00
POST DATE	2025-07-28
CLOSE DATE	2025-08-10

ABOUT NIAGARA REGION

Serving a diverse urban and rural population of more than 475,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high-quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

At Niagara Region, we value diversity - in background and experience. We are proud to be an equal opportunity employer. We aspire to hire and grow a workforce reflective of the diverse community we serve. By doing so, we can deliver better programs and services across Niagara.

We welcome all applicants! For more information about diversity, equity, and inclusion at Niagara Region, Diversity, Equity and Inclusion - Niagara Region, Ontario or email related questions to diversity@niagararegion.ca. To send input on reducing barriers in the current hiring process, please email myhr@niagararegion.ca. For the Region's full employee equity statement, Working at Niagara Region - Niagara Region, Ontario.

As an employer of choice, Niagara Region offers competitive salaries and benefits, a defined benefit pension plan, a corporate wellness centre, access to the Employee and Family Assistance Program (EFAP), mentorship and training programs, employee recognition programs, and more.

ABOUT NIAGARA EMS

Niagara EMS is a high-performance Emergency Medical Service with a myriad of opportunities for personal growth and job satisfaction. Traditional paramedic response opportunities abound as well as opportunities that are not traditionally offered. We deploy Bicycle Medics, Specialty Response Units (High Angle Response, Tactical and Rescue), Mobile Integrated Health Units (Mental Health, Falls Intervention and Community Response) and Palliative Care. Niagara EMS has an accredited Dispatch Centre of Excellence and with the addition of Emergency Communication Nurses, it extends our ability to help support the people of Niagara in unique ways.

Niagara Region Public Health and Niagara Emergency Medical Services serves a diverse population to provide community services, including but not limited to harm reduction, immunization services, sexual health, and support to the under-housed. Employees are expected to deliver high-quality programs and services while promoting positive work environments that are inclusive, ethical, and accepting.

JOB DESCRIPTION

Job Summary

Reporting to the Commissioner Public Health and Emergency Services, the Chief/Director Emergency Medical Services Division (ESD) is responsible for the nature, extent and quality of Emergency Services and Provincially mandated programs delivered within the division, including Niagara Emergency Medical Services (Paramedic and Communications Services), Emergency Management, 911 PSAP, Regional Fire Coordinator and the CBRN/Hazmat planning and response.

Education

- Post-secondary degree in Business, Public Administration, or in a health sciences field.
- Master degree in Business or Public Administration, or in a health sciences field is preferred.
- Direct experience in the delivery of Emergency Medical Services is required.

Knowledge

- A minimum of 7-10 years' experience in a senior leadership position in a larger sized emergency medical service (e.g. 250+ staff).
- A minimum 5 years' experience in an integrated EMS system including ambulance communications (dispatch) within an MPDS environment is strongly preferred
- Experience in innovation and advancement of system design, service, and performance beyond baseline standards and practices
- Applied understanding of Mobile Integrated Health as a model of service delivery

- Demonstrated knowledge of Province of Ontario Ambulance System as well as Canadian and International emergency health service systems
- Knowledge of the health care system in Niagara Region.
- Knowledge of the relevant Acts and Regulations that govern this role's responsibilities (*Ambulance Act, Highway Traffic Act, Emergency Management Act, Municipal Act* etc.).

Responsibilities

Provides leadership and direction in the development, implementation, and evaluation of Emergency Services and Provincially mandated programs delivered within the division, including Niagara Emergency Medical Services (Paramedic and Communications Services), Emergency Management and Preparedness, 911 PSAP, Regional Fire Co-ordinator and the CBRN/Hazmat planning and response.

- Develops and implements long and short-term strategic business and operational plans, defining goals, objectives and performance measures and ensures delivery of expected results.
- Provides strategic leadership to the Divisions Mobile Integrated Health approach to delivering emergency medical services; this includes leading continuous evaluation, adjustment, and innovation to this strategy.
- Participates in strategic planning, community development, systems planning, policy planning in keeping with the mandate of the Public Health and Emergency Services Department and other services sponsored by the department and Niagara Region.
- Participates as a member of the Public Health and Emergency Services Senior Leadership Team, in the prioritization, strategic planning, and policy development for the department; also leads the Emergency Services Leadership Team in the development and administration of all programs within Emergency Services; ensures that information is communicated and operationalized at all staff levels within the Emergency Services Division.
- In coordination with the Medical Officer of Health/Commissioner as the Health Information Custodian, oversees the management of documentation of records and reports, required for the operation of the division, including completion and storage of confidential patient records, submitting records to the Province as directed by Provincial legislation (Documentation Standards), preparation of divisional reports and review/revision of program reports that are presented in a timely fashion to the Public Health and Social Services Committee and Regional Council.
- Researches, prepares and reports information to Regional Council, Provincial Ministries and various community committees, agencies, emergency services and other invested parties on program delivery, services, initiatives and related/current issues and trends.

Develops and manages relationships with community, internal and external invested parties, ensuring programs and services continue to support community interests, and plans and initiatives are implemented and managed.

- Develops and maintains partnerships with other agencies, institutions, corporations, and professionals in the community in support of new and existing Departmental, Divisional, and community initiatives.
- Ensures appropriate consultation with the groups/agencies of invested parties (Fire Services, Police, Hospitals, Ministries, Public) by development of program advisory committee's where appropriate (EMS).
- Actively participates on provincial, national and international bodies to ensure Niagara is current on progress in the field.
- Works with other Departments, the Local Area Municipalities, and other emergency services (police, fire) as well as private sector partners to lead the emergency preparedness of all of Niagara, and improve resilience to all forms of emergency including natural disasters, terrorism, civil unrest, and pandemics.
- Works with other emergency service (police, fire) to plan for future emergency service delivery and pursue opportunities for closer integration and alignment of emergency services and 911 response.

Establishes operating and administrative policies and practices for the ES division, ensuring alignment with Ministry of Health requirements, regulatory and professional standards, the policies established by Regional Council, and the administrative directions of the MOH/Commissioner.

- Defines operational standards, policies and procedures for the division, ensuring policies, practices and operating manuals are current and reflect recent regulatory/legislative components, and ensures appropriate revisions and approvals are in place.
- Maintains a culture of CQI and accountability (accreditation etc.)
- Manages program and service change initiatives, facilitating assessments of existing service delivery, promoting and directing new strategies for delivery, developing and implementing business plans, and capitalizing on the skills of managers and staff within the division while meeting the requirements of the various Provincial and Regional standards for service delivery and financial management.
- Evaluates new and existing services, conducting research and preparing forecast/logic models, and proposing and developing enhancing/improvement initiatives.
- Explores new initiatives, preparing and submitting proposals to Regional Council and appropriate funding sources for approval (Provincial Ministries, Ontario Health, etc.).

Accountable for medium to long range people resource planning for the division, determining ideal organizational structures, fostering a supportive culture, identifying desirable role and skill mix requirements and ensuring ongoing work quality and deliverability of results.

- Working with the Emergency Services Leadership Team, enables results with the organization's human capital strategy to foster employee engagement.
- Building a strong and supportive workplace culture, in alignment with the staff engagement goals of the corporation's human resources strategy

- Oversees employee performance, career development, and succession planning activities, ensuring open and transparent metrics and processes are developed and implemented and opportunities are created to facilitate employee growth and development.
- Ensures focus is service excellence, effective communication between leaders and employees, transparency, innovation, and data integrity and work flow integration.
- Ensures staff is connected to corporate priorities and direction and has the information and resources to make successful plans and decisions.
- Helps to break down barriers to employee success, ensuring collaboration and cooperation with other Divisions and Departments
- Ensures all people related issues, including recruitment, grievances and labour relations issues, are aligned to HR and Corporate standards and practices.
- Ensures Occupational Health & Safety policies, programs and practices are implemented, maintained, and integrated into all aspects of planning and decision-making within the operating unit.
- Ensures the competency and performance of the Internal Responsibility System within their department, as outlined in the Niagara Region's Health and Safety Policy is achieved and maintained.

Develops, manages and administers annual and multi-year Capital and Operating budgets for the division, ensuring support of Council's objectives, financial transparency and accountability, budget adherence, identifying and explaining variances and financial reporting is effectively managed in compliance with corporate financial policies.

- Authorize, and administer the acquisition of goods and services for the operating unit and direct reports in accordance with the procurement policy and procedures.
- Manages Regional funding and annual provincial grants for the ESD ensuring grant applications are submitted to the Province for new or expanded operations and seeking out new funding sources to enhance or expand program delivery.
- Assesses the long term capital needs for the Division, advising Council of plans, and works with the corporation's finance team to secure the funds to address those capital needs.

Special Requirements

- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a full Criminal Records Check and submit a Canadian Police Clearance
- Must possess and maintain a valid driver's license for the class of the vehicle operated
- May be required to support emergency operations under the incident management structure, at the direction of the Emergency Operations Centre Director.
- Vaccine: Influenza– Preferred.
- Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values.

HOW TO APPLY

To view the full job description and requirements, visit our Careers page - **Job Opening # 43043**

Uncover the wonder of the Niagara Region and join a team dedicated to meeting tomorrow's challenges...today!

Let us know why you would be an excellent team member by submitting your online application no later than **August 10, 2025**, before midnight by visiting our 'Careers' page at www.niagararegion.ca. We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.

Application Link:

https://careers.niagararegion.ca/psp/careers/EMPLOYEE/PSFT_HR/c/HRS_HRAM_FL.HRS_CG_SEARCH_FL.GBL?Page=HRS_APP_JBPST_FL&Action=U&FOCUS=Applicant&SiteId=1002&JobOpeningId=43043&PostingSeq=1

If you require an accommodation for the application process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, the alternate formats for contacting us are as follows:

- Phone: 905-980-6000 or 1-800-263-7215
- Bell Relay: 1-800-855-0511
- In-person: Sir Isaac Brock Way, Thorold, ON, L2V 4T7 – Human Resources Department