



COUNTY OF HASTINGS
HASTINGS-QUINTE PARAMEDIC SERVICE

Belleville, ON

DEPUTY CHIEF – OPERATIONS MANAGER

Permanent Full-Time

2025-NON-HQPS-273

Hastings-Quinte Paramedic Service is seeking applications for the position of permanent full-time **Deputy Chief – Operations Manager**. This is a **non-union position** reporting to the Chief – Paramedics and Director of Emergency Services. This position is responsible for providing leadership, overseeing and supervising paramedics, superintendents and the general operation of the service. May be required to perform duties as outlined for supervisors from time to time.

Hastings County, located in Central Ontario, just a short drive from the world renowned Sandbanks Provincial Park, is abundant in historical and natural wonders. The rural lifestyle remains strong here, and you will find our unique artisan and antique shops make for a wonderful day of shopping and exploring our small towns, villages and hamlets. Not to be forgotten is the thriving urban centres of Belleville and Quinte West nestled along the northern shore of the Beautiful Bay of Quinte offering an enticing waterfront trail, a state of the art marina and the new Shorelines Casino. Hastings County is the ultimate combination of urban and rural living.

Hastings Quinte Paramedic Services is a progressive, forward thinking service providing emergency services to the entire County with fully staffed bases located in the urban centres as well as rural posts. HQPS prides itself on exceptional programs and process to ensure employee Health, Safety and Wellness. Initiatives include: an established Peer Support Group and a fully committed Wellness Committee.

DUTIES AND RESPONSIBILITIES:

Department Objectives and Communication:

- Ensure staff are in full compliance with all policies and procedures established by the Corporation of the County of Hastings, Hastings-Quinte Paramedic Services, Ontario Ministry of Health, Regional Paramedic Program for Eastern Ontario and the medical director.
- Ensure overall responsibility and accountability of all aspects of the deployment and utilization of Paramedic resources, operational policies, and resources to maintain the efficiency and effectiveness of the service provided
- Monitor supplies to ensure that an adequate stock of accessory equipment, medical supplies and oxygen is available at all bases.
- Ensure the service's reaction time for emergency calls is being met as per the response time standard and investigate calls that don't meet that standard.
- Liaise with CACC, allied agencies and other service operators to ensure that Paramedic operations continuously meet service demands.
- Seeks to improve operational efficiencies and makes recommendations to the Chief.

Leadership:

- Function as service duty officer (secondary or primary) when assigned and respond promptly.
- Delegation to act on behalf of the Chief/Director in his or her absence.
- Effectively communicate with other members of the senior leadership team, Superintendents, Logistics and Paramedic staff.

- May be required to assume strategic-level Command responsibilities within a broader unified command structure or as needed in support of the County Emergency Operations Control Group.
- Participates in Leadership Team meetings and holds regular meetings with Superintendents and quarterly meetings with Logistics staff.
- May provide information and comments to allied agencies and media as allowed under current service policy, when required.
- Required to represent the department on internal/external committees relevant to the operations of the service.
- Develops and oversees special team programs.
- Provide on scene coordination for major incidents, coordinate contingency and disaster management process.

Operations:

- Ensures permanent and temporary vacancies are posted in accordance with the Collective Agreement.
- Review and/or complete staff, Superintendent and Maintenance Supply Technician Staff Evaluation Reports.
- Ensures operational practices align with collective agreement requirements and manages labour relations.
- Reviews and makes recommendations to staff policy and procedures and ensures approved policies are distributed and accessible.
- Ensures operational policies, procedures and objectives are uniformly understood, properly interpreted, implemented, and administered by all operational staff.
- Oversee complaints related to operations and logistics.

Finance:

- Liaise with County administration and other departments as required. Participate in budget preparation.
- Review and approve all expenditures related to fleet, medical supplies and equipment.
- Work jointly with Purchasing Department on RFQ, RFP and tenders for fleet and equipment purchases.

Health and Safety:

- Instruct staff to remove from service any vehicle or piece of equipment that is not in proper working order.
- Responsible for controlled medications and proper storage and handling of biomedical waste.
- Ensure all staff work in accordance with the Occupational Health and Safety legislation as well as County and services policies and procedures.
- Review and follow-up on incident, occurrence, accident, and other reports and investigate as required.
- Ensure any employee who is injured receives appropriate and required medical care.
- Protect own health and health of others by adopting safe work practices, report unsafe conditions immediately and attend all relevant in-services regarding occupational health and safety. Follow all guidelines for employees and employers as legislated under the Ontario Occupational Health & Safety Act.
- Works in a safe manner in accordance with the Occupational Health and Safety Act, associated regulations, other applicable legislation, County by-laws, policies, procedures, and guidelines.
- Other related duties as assigned.

QUALIFICATIONS:

- Degree in a health services discipline or an equivalent combination of education and experience in EMS.
- Experience and/or formal education in fleet management.
- Experience or knowledge of Tactical EMS, Hazardous Materials or CBRNE, rural/remote response or similar concepts.
- As per Regulations made under the Ontario Ambulance Act (if acting as a Paramedic)
- Minimum six years' experience in the paramedic field with three years in a management/supervisory role.
- Ability to work with minimal supervision and demonstrate sound decision making, time management, problem solving and conflict resolution skills.

- Ability to prioritize and work efficiently and accurately to meet deadlines in a fast-paced environment.
- Superior planning and management skills.
- Strong interpersonal skills, patience, and oral and written communication skills to effectively communicate with the public, staff, and external service providers.
- Proficient in the use of Microsoft Office as well as other relevant computer applications.

Hours of Work: Monday to Friday: 8:00 am - 4:30 pm – 40 hours per week
Occasional overtime may be required for project completion.
On-Call Requirements

Salary Range: \$127,988 - \$149,728 per annum, plus excellent fringe benefits

Closing: Friday, October 10, 2025 by 4pm

HOW TO APPLY: Applicants are required to submit their application through the Hastings County Careers Portal. To submit your application please visit the [Hastings County Careers Portal](https://www.hastingscountycareers.com).

www.hastingscountycareers.com

In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information collected will be used only for the purposes of this employment opportunity. We thank all candidates who apply but advise that only those persons selected for an interview will be contacted. The County of Hastings is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Please contact us if you require this posting in an alternate format. If contacted for an employment opportunity, please advise Human Resources if you require accommodation. The successful candidate will be required to provide a clear Criminal Record Check and/or Vulnerable Sector Check.