

NIAGARA REGION JOB POSTING

JOB TITLE	Deputy Chief / Associate Director Emergency Medical Services
JOB ID #	43650
DEPARTMENT	Public Health and Emergency Medical Services
DIVISION	Emergency Medical Services
LOCATION	Niagara EMS Headquarters
STATUS	Permanent, Full-time
SALARY	\$133,450.00 - \$157,000.00
POST DATE	2025-10-16
CLOSE DATE	2025-10-29

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 Chief/Director EMS, the Deputy Chief/Associate Director EMS provides a key leadership role for Niagara EMS, with responsibility for ensuring excellence in quality and service delivery through the Ambulance Service Communications and Land Ambulance Service teams to citizens and visitors of Niagara. Depending on portfolio, this position provides operational support that includes business/financial administration, strategic long-range planning, property/equipment management, quality assurance, training and information technology. This role contributes to the continuous improvement of divisional performance, and the development and implementation of sound management practices and procedures.

Education

- Post-secondary degree in Health Sciences field or equivalent combination of university, college and/or service related courses and seminars.
- Master's degree in Business or Public Administration or in a Health Sciences field is preferred.

Knowledge

- Minimum of 5 years of experience in a senior management position in addition to a minimum of 3 years of supervisory experience.
- Certification as a Primary or Advanced Care Paramedic as certified by the Niagara Regional Base Hospital Program OR Professional Certification as a Communications Centre Manager from the National/International Academies of Dispatch OR Bachelor of Business Administration/Commerce.

- Knowledge of the legislative acts, regulations and bodies that guide Emergency Medical Services, and of the medical and emergency service partners in Niagara Region, and of current health and emergency services issues in Ontario.
- Sound knowledge and understanding of the principles and practices of high-performance paramedic services systems and the requirements of the Ambulance Act combined with considerable experience in initiating, leading and implementing proactive and progressive change in order to redesign and implement business processes, policies and strategies to facilitate improvements within critical timeframes.
- IAED EMD – Quality Assurance is preferred.

Responsibilities

Provides leadership and direction in the administration of the EMS division business, property and equipment management, quality assurance, training and information technology support, communications and paramedic services to citizens and visitors activities.

- Ensures balanced and cost-effective delivery of ambulance coverage to all communities in the coverage area (this includes staff and vehicle availability) through creative deployment strategies and resource optimization.
- Develops operational goals and objectives, policies and procedures to ensure the effective operation of the unit to enhance overall divisional operations and associated policy and procedure changes.
- Develops communication strategies to support departmental initiatives to ensure staff are informed.
- Participates as a member of the EMS Senior Management Team to develop long and short-term strategic and operational plans and budget priorities.
- Monitors division financial and program quality and performance, monitoring all factors (Federal, Provincial, Regional & Municipal) with fiscal impact, ensuring goals and performance measures are established, monitoring, evaluating and reporting on results and outcomes, identifying areas of concern, and recommending actions to be taken.
- Ensures program planning and business management activities are effectively planned, managed and evaluated, ensuring technology, equipment and training support activities and operational requirements, and providing recommendations on opportunities to enhance program and service delivery.
- Contributes to local community disaster planning and crisis management, ensuring a quality 'value added' service that provides full, efficient, cost effective service that is seamless, integrated, accountable, and accessible to all people in Niagara Region and establishing co-operative working relationships with emergency services, such as fire and police departments, hospitals, nursing homes and local communities, as well as 911 and Emergency Health Services Committee participation.

Develops and manages relationships with internal and external invested parties.

- Builds strategic networks, alliances, partnerships and consultation practices with healthcare, provincial, regional, municipal invested parties, including police and fire services to ensure coordinated and seamless emergency response system.
- Promotes a positive image of the service and its programs, addressing community concerns and identifying changing public expectations.
- Builds relationships with MOHLTC and other Regional departments.
- Liaises between administration, logistics and operations to facilitate activities.
- Ensures progressive and proactive communication internally within the Service and externally with the community and media.
- Represents the Division on corporate projects, ensuring corporate improvement initiatives and priorities are implemented within the division.

Develops operational policies and procedures to ensure the effective operation of the unit, ensuring their alignment with regulatory and professional standards and divisional/departamental policy, monitoring compliance and ensuring policy updates/enhancements are undertaken.

- Ensures protocols are developed, accepted and followed, communicating expectations about the quality of service delivery.

Manages people resource planning for the division or operating unit, determining ideal organizational structures, identifying desirable role and skill mix requirements and ensuring ongoing work quality and deliverability of results.

- Enables results with the organization's human capital strategy to foster employee engagement.
- Directs and provides leadership for the activities and coaching of direct reports, providing work direction, setting priorities, assigning tasks/projects, determining methods and procedures to be used, resolving problems, ensuring results are achieved, and managing staff recruitment, performance, and skill development activities
- Ensures alignment and coordination of activity and quality of output between teams under their direction
- Ensures focus is service excellence, communication/transparency, innovation, and data integrity and work flow integration.
- Ensures staff has the information and resources to make successful plans and decisions.
- Ensures all people related issues, including recruitment, grievances and labour relations issues, are aligned to HR and Corporate standards and practices.
- Helps to break down barriers to employee success, ensuring collaboration and cooperation with other teams within their division and department
- Ensures Occupational Health & Safety policies, programs and practices are implemented, and maintained. This includes workplace inspections, monitoring, accident reporting and investigations, and ensuring any observed hazards or lapses in

the functioning of OH&S processes, and other OH&S concerns are responded to promptly.

- Ensures all individuals under supervision have been informed of hazards and instructed on the necessary risk control and emergency response measures.

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
- Authorize, and administer the acquisition of goods and services for projects and direct report accordance with the procurement policy and procedures

Program Specific Requirements & Responsibilities

Operations

- Must possess at least 5 years' experience as a practicing paramedic or EMD/SSC
- Must possess at a minimum, IMS 100 (200 and 300 preferred)
- Advanced knowledge of EMS operations, system design, staffing models, labour relations and resource allocation / deployment

System Performance

- Demonstrated knowledge of quality assurance, quality improvement, root-cause analysis, training, change management, and knowledge translation.
- Advanced knowledge of performance measurement and use/implementation of evidence-based knowledge
- Advanced knowledge of EMS system planning, including multidisciplinary integration (mobile integrated health models)

Fleet and Logistics

- Advanced knowledge of financial and business management, property/fleet management, quality assurance, process improvement and information technology
- Ensures balanced and cost-effective delivery of property, vehicles, equipment and supplies through creative strategies and resource optimization.
- In consultation with the Chief, oversee divisional projects, construction, renovation, rehabilitation, and lifecycle renewal projects from initiation to completion with accountability for all aspects of project development including ensuring that projects are completed in a timely manner, within the approved budget, and to the quality standards set by the Region.
- Identifies, manages and mitigates organizational risk through tracking incidents to ensure continuity of supplies, vehicles and facilities.

Special Requirements

- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance – Condition of Employment.
- May be required to possess and maintain a valid and unrestricted specified Driver F 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 Shot – 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 # 43650**

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 **October 29, 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://www.niagararegion.ca/government/hr/careers/default.aspx>

We confirm that we do not use AI in screening of applicants, and this position is an existing vacancy.

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