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## THE CORPORATION OF NORFOLK COUNTY – JOB POSTING

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**Posting #:** NU 50.25 (2 vacancies) REPOST

**Position:** Superintendent Paramedic Services

**Job Code:** 3EMSUP

**Status:** Permanent Full Time

**Employee Group:** Non-Union

**Division:** Emergency and Social Services

**Department:** Paramedic Services

**Reports To:** Commander, Paramedic Services

**Location:** Norfolk County

**Wage:** \$41.817 to \$52.273 per hour (2025 rates)

**Posting Period:** December 10, 2025 to December 23, 2025

**Note:** The recruitment process includes applicant testing: Qualified candidates will be required to take a written exam in addition to other testing and will be contacted if moved forward in the recruitment process.

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### **How to Apply:**

Follow the link below for the application process through Google Chrome or Microsoft Edge:

<https://apply.workable.com/j/9DCB61608D>

- Ensure the file extension for your resume document is .doc, .docx or .pdf
- If you are electing to include a cover letter, the cover letter and resume must be uploaded as 1 file.

Find out more information about Norfolk County here: [Employment at Norfolk County - NorfolkCounty.ca](#)



**Basic Function:**

Reporting to Commanders, the front-line Superintendent with Norfolk County Paramedic Services is responsible for providing daily supervision and operational support to all paramedics. This role ensures the delivery of a high-quality, effective, and cost-efficient ambulance service across Norfolk County, by overseeing both the administrative and operational aspects of the service. Key responsibilities include coaching, evaluating and supporting paramedic performance, addressing operational challenges, ensuring compliance with policies and standards, and maintaining the seamless coordination of resources to support exceptional patient care.

**Working Conditions:**

This position requires a 42-hour work week, operating on a 24/7 rotating schedule to ensure consistent leadership and operational support. The incumbent may be required to be accessible and ready to respond to emergencies or disasters at any time, demonstrating strong leadership and fulfilling critical responsibilities during these high-pressure situations.

**Knowledge and Experience:**

- Post-secondary education in business, emergency management or a discipline pertinent to the job functions. An equivalent combination of education and experience will be considered.
- Current base hospital certification as a Primary Care Paramedic or above.
- Must have or willing to obtain AIV certification.
- Extensive experience as a paramedic, with a proven track record in delivering high-quality patient care in diverse and dynamic environments.
- Previous experience in paramedic supervision or leadership, including team management, coaching, and mentoring, is considered an asset.
- Must possess and maintain a valid Province of Ontario Class "F" driver's license and comply with the driving record requirements outlined in the Ambulance Act throughout employment.
- Willingness to obtain Community Paramedic certification, with prior experience or certification considered an asset.

**Skills and Abilities:**

- Comprehensive knowledge of ambulance operations, including applicable legislation, policies, and procedures (Ambulance Act, BLS, Land Ambulance Service Certification Standards, etc.)
- Strong paramedicine knowledge (anatomy, pathophysiology, patient care theory, pharmacology etc.)
- Capable of performing all physical and psychological responsibilities and demands of both a Superintendent and Paramedic.
- Strong oral and written communication skills, with the ability to convey complex information clearly and effectively in a supervisory capacity.
- Demonstrated ability to exercise sound judgment and decision-making in high-pressure emergency situations.
- Proven ability to address and manage labor relations issues effectively, fostering positive working relationships in a unionized environment.
- Extensive knowledge and demonstrated application of the Occupational Health and Safety Act.
- Advanced computer proficiency, with experience in software systems such as JBS, iMedic, Acetech, Adobe, and Microsoft Office products.
- Strong conflict resolution and interpersonal skills, with the ability to liaise effectively with internal and external stakeholders, including hospitals, allied services, and community partners.
- Sound judgement and ability to handle matters of confidential/ sensitive nature
- Must be aware of safe work practices as they relate to job responsibilities and work environment and have the basic understanding of the Occupational Health and Safety Act.

**Position Description:**

- Monitors all assigned Norfolk County ambulance operations to ensure efficient service is continuously maintained.
- Ensure all applicable standards, policies and procedures, SOPs and guidelines are understood and adhered to by staff.
- Ensure a safe and healthy work environment is established and maintained within the workplace.

- Ensure accurate and timely preparation, processing, and maintenance of operational and administrative reports.
- Performs periodic performance evaluation audits of frontline staff to identify training and coaching needs, recommending remedial action as required.
- Provide leadership, coaching, and mentorship to promote optimal performance, job satisfaction, and professional growth.
- Develop and deliver training programs for divisional staff or public and participate in continuous quality improvement initiatives.
- Participate in continuous quality improvement programs.
- Foster positive public relations by ensuring professional interactions with the public, healthcare partners, and external organizations.
- Represent NCPS in community engagement activities and liaise with hospitals, fire and police services, Ministry of Health representatives, and educational institutions.
- Safeguard patient information in compliance with confidentiality policies and manage the release of information appropriately.
- Liaises with all Norfolk County divisions, Ministry of Health, fire and police, hospitals, CACC, community colleges and other stakeholder organizations.
- Keep staff informed about road closures, detours, and general road conditions that may impact operations.
- Ensures all assigned facilities, equipment and vehicles are maintained in a state of operational readiness and all general supplies and vehicle supplies are safeguarded and maintained at the proper level.
- Carries out initial and ongoing patient care as required.
- Handles day-to-day labour relations matters functioning as the first point of contact for frontline staff.
- Perform duties as a Superintendent and provide patient care as required.
- Attends meetings, conferences, seminars etc. as required to improve and/or develop skills.
- Manage scheduling to ensure all shifts are appropriately staffed.
- Perform inventory management.

- Establish onsite control (for paramedic services) in the event of natural or man-made disasters or other large-scale situations.
- Monitor and support all Community Paramedic operations
- Perform other duties as assigned.

**Working Conditions:**

- Office environment
  - Exposed to inclement weather while on ambulance calls.
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The Corporation of Norfolk County is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

Successful applicants are required to provide the Employer with a current Criminal Record Check, including a Vulnerable Sector where required and verification of education, if applicable.

Thank you for your interest in this position. Only those to be interviewed will be contacted.