
Non-Union

Job Title:	Commander EMS Operations - Land Ambulance	# Required:	1
Job Opening Id:	44246	Division:	Emergency Services
Business Unit:	Public Health and Emergency Services	Standard Hours:	35.00 / week
Location:	Niagara Emergency Medical Services	Regular/Temporary:	Regular
Full/Part Time:	Full-Time	Salary Range:	\$115,940.00 - \$136,400.00
Salary Grade:	7	Close Date:	2026-01-28
Post Date:	2026-01-15		

IMPORTANT NOTICES AND AMENDMENTS

Please be advised this position is subject to on-call duties, including weekends and standby.

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. In addition, the Region recognizes the value of having flexible work arrangements to support better work-life balance for our employees. Hybrid work arrangements may vary from one employee to another and may also differ in the number of remote workdays. These opportunities remain subject to the alignment of operational needs, business requirements, and customer service expectations.

ABOUT US

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.

Don't have every qualification?

You may be hesitant to apply if you do not have every qualification listed in the posting. While specific qualifications are important for certain roles, we invite individuals from diverse backgrounds and varying levels of experience and education to apply. Our recruiters will evaluate your suitability for the role.

Please note that for unionized roles, we must follow collective agreement requirements. However, we encourage all interested candidates to submit their applications. We believe success in a role can extend beyond meeting every single requirement.

JOB DESCRIPTION

Job Summary

Reporting to the Deputy Chief Associate Director EMS, the Commander/Manager EMS Operations position is responsible for effective management of on site, day-to-day Niagara Emergency Medical Services (EMS), including both land ambulance as well as Niagara Ambulance Communications as directed.

Education

- A combination of education and experience as a Health Care Provider.
- Post-secondary degree in health services field is preferred.

Knowledge

- Minimum of 5 years' experience in a management/supervisory position.
- One or more (as required):
- Graduate of recognized Paramedic Program (PCP or ACP), EMD/EMD-Q certification from the International Academy of Emergency Medical Dispatch (IAEMD), Ambulance Service Management Program certification from the American Ambulance Association, and/or Communications Centre Management Program certification from the American Ambulance Association.
- Knowledge of emergency medical services in Ontario and health care system in the Niagara Region,
- Knowledge of EMS dispatch tools i.e. Computer Aid Dispatch (CAD) system and related communications programs i.e. Medical Priority Dispatch System (MPDS).
- Thorough knowledge of EMS operations, legislation, and best practices, and all applicable Acts and Regulations regarding Emergency Health Services in Ontario.
- Holds a valid and current cardiopulmonary resuscitation certificate to the Basic Rescuer level.
- Fluency in both English and French is preferred.

Responsibilities

- Manages the day-to-day Niagara emergency medical services (EMS), including both land ambulance as well as Niagara Ambulance Communications.
- Ensures balanced ambulance coverage to all communities in the coverage area (this includes staff and vehicle availability).
- Ensures rapid response to all requests for routine and emergency and non-emergency ambulance services in a cost-effective manner.
- Maintains records of all ambulance calls and movements.
- Prepares written reports on internal and external operational issues.
- Ensures the quality of service that is delivered by both the front line and supervisory staff.
- Develops formal communication and sharing of networks with other invested parties and sources of information including other UTM's, Base Hospital Programs, Ministry of Health, Niagara Fire Chiefs, hospital authorities, paramedics and other allied agencies.
- Provides timely responses to inquiries and assists with a pro-active communication strategy
- Manages people resource planning for the 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 operating unit ensuring support of Council's objectives, financial transparency and accountability, monitoring budget adherence, identifying and explaining variances, and financial reporting is effectively managed in compliance with corporate financial policies. Ensure goods and services are acquired in accordance with the procurement policy. Authorize, and administer the acquisition of goods and services for the operating unit and direct reports in accordance with the procurement policy and procedures
- Ensures effective processes, policies and practices are in place and support regulatory standards and requirements, monitoring compliance and addressing issues.

- Advises on and develops, in concert with the Management Team, operational and administrative policies and procedures to ensure effective and efficient delivery of EMS within Niagara.
- Monitors, analyzes, and evaluates performance to ensure all legal obligations and operational requirements are met.
- Monitors adherence to all mandated health standards, ensuring the provision of a health and safety program for employees.
- Evaluates the EMS infrastructure, continually refining the program to keep pace with evolving Regional needs to transition to and ensure an efficient and performance based/emergency program at an acceptable cost.
- Identifies immediate and future priorities associated with EMS provision, participating on committees and working groups, and maintaining up-to-date knowledge of trends and developments in legislation, Provincial policy directives, economic and social patterns and technological development affecting areas of responsibility.
- Investigates, recommends and implements innovative strategies to deliver quality services in the most economical manner.

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.
- Valid and unrestricted specified Driver F license for the class of the vehicle operated is preferred.
- Holds a valid cardiopulmonary resuscitation certificate to the Basic Rescuer level at the time of employment and be certified in cardiopulmonary resuscitation every twenty-four (12) months thereafter
- Holds a valid Restricted Radio-Telephone Operators Certificate.
- Vaccine: Maintains immunization status as specified in Ontario Ambulance Service Communicable Disease Standard
- May be required to support emergency operations under the incident management structure, at the direction of the Emergency Operations Centre Director.
- 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 # 44246**

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 January 28, 2026, 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.

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