

Job Title: COMMANDER EDUCATION & DEVELOPMENT

Job ID: 60558

Job Category: Education & Training

Division & Section: Toronto Paramedic Services, PS Program Dev & Professional Standards

Work Location: 4330 Dufferin St, Toronto, M3H 5R9

Job Type & Duration: Full Time, Permanent Vacancy

Salary Range: \$142,104 - \$189,918

Ideal Hiring Zone: \$157,710 - \$170,991

Shift Information: Monday to Friday, 35 hrs per week

Affiliation: Non-Union

Number of Positions Open: 2

Posting Period: 20-Feb- 2026 to 06-Mar-2026

As a key member of the Toronto Paramedic Services leadership team, the Commander, Education and Development will help drive clinical excellence and shape the future direction of Toronto Paramedic Services. Reporting to the Deputy Chief, the Commander will lead with empathy, integrity, and innovation. We are looking for someone with a passion for leading and mentoring people, with a results-oriented nature.

The Commander, Education and Development position requires a collaborative, emotionally intelligent leader who successfully drives performance while genuinely caring for the people they support. You build trust quickly, communicate clearly, and are comfortable providing advice to senior leadership. As an expert change leader, you are not afraid to bring innovative, new ideas to the table and champion those ideas with City leadership and within your team.

Major Responsibilities:

The primary functions associated with the Commander, Education and Development position include, but are not limited to:

- Managing and coordinating all aspects of the day-to-day functions of the PS Education and Development unit for Toronto Paramedic Services.
- Ensuring the efficient utilization of assigned resources to meet or exceed the Division's key performance objectives.
- Ensuring the maintenance of Paramedic certification including medical and driving skills, providing return to work re-certification and remedial education programs. Ensures the effective design, development and delivery of City-required programs and initiatives to Toronto Paramedic Services staff.
- Ensuring compliance with mandatory Ministry of Health (MOH) continuing education and maintaining the human resources database on all levels of paramedics for review by MOH inspection teams. Ensuring compliance with mandatory immunization legislation.
- Supporting and participating in building the relationship with the Regional Base Hospital Program which provides medical control of paramedics delivering

- advanced medical care to the community. Establishes partnerships with community hospitals to provide an in-hospital clinical environment for all paramedic
- students in ALS enhancement and maintenance programs.
 - Establishing partnerships and maintains agreements with community colleges to provide paramedic field placement, educational advice and assistance in education of student paramedics in advanced medical procedures.
 - Accountability for all aspects of the PS Education and Development's operating budget and procedures, including staff, vehicles and maintenance, equipment and materials, etc., ensuring that all budget expenditures are consistent with the requirements of meeting operating quality standards and demonstrate cost benefit relationships. Monitoring PS Education and Development budget for variance control.
 - Providing reports that quantify and describe the work of the unit and identify priorities, trends and quality improvement requirements for other sections of the Division.
 - Responsibility for effective coordination of PS Education and Development activities and educational plans with other units, including Operational Service Districts and the Toronto Central Ambulance Communications Centre (CACC).
 - Responsibility for the scheduling of assigned staff, the maintenance of vehicles, equipment and other materials, ensuring the appropriate maintenance and repair of educational facilities, including offices, etc. Participating in the development of both short and long term plans for the unit and revising the unit's operational strategies to meet the changing needs of Toronto Paramedic Services.
 - Developing and implementing performance requirements for all supervisory staff within the unit consistent with the performance management targets of Toronto Paramedic Services.
 - Representing Divisional interests at Community Council meetings and liaising with Council staff, as required, regarding PS Education and Development matters.
 - Maintaining knowledge of adult education principles and practices and technical information including: City policies and collective agreements, applicable legislation; industry standards and procedures; regulations; techniques; current medical and emergency response procedures, including EMS best practices, Toronto PS medical educational standards and requirements, financial systems and processes, emergency dispatch systems and protocols.
 - Ensuring through the effective management of the unit and its priorities, the maintenance of Toronto PS' accreditation of its internal and external education programs, as may be required.
 - Responsibility for developing and maintaining partnerships with other City Divisions in initiatives that support the City's Strategic Goals.
 - Participating in the development of both short and long term strategic PS business plans, and assisting in establishing and revising Division-wide strategies to meet the changing needs of all areas of Toronto's PS.
 - Providing education, expertise and support to other Divisional programs such as Community Paramedicine to help promote community health awareness and cooperative linkages across the City of Toronto and Provincial agencies.
 - Maintaining cooperative linkages with, and representation to, other City divisions, members of the media, Ministry of Health, local agencies and community groups to address and respond to Toronto PS issues, concerns and requirements.
 - Leading PS Education & Development supervisory staff through a process of planning and developing long range objectives, leading by example, and assuming responsibility for implementation.

- Working as a team member with other Divisional managers to ensure optimal use of resources and the development and maintenance of service partnerships.
- Participating in complex organizational and management change initiatives and the promotion of a workplace that supports and is conducive to a high level of dynamic organizational performance.
- Responsible for carrying a divisional cell phone, and responding during off hours, if required.
- Acting in the capacity of Deputy Chief, Program Development and Service Quality, as required.

Key Qualifications:

1. Post-secondary education in Paramedicine, Health Sciences, or a related discipline or an equivalent combination of education and experience.
2. Considerable experience leading teams in paramedic services, emergency services, or a related healthcare or education environment, including supervising staff, managing performance, and supporting team development. Experience working in a unionized environment is considered an asset.
3. Considerable experience providing strategic leadership in project management and program planning and development, including the creation and implementation of educational resources and adult-learning initiatives. Experience with paramedic-related educational programs is considered an asset.
4. Considerable experience developing and delivering training programs in an adult education setting.
5. Must possess or be able to obtain all qualifications required for a Primary Care Paramedic (or higher) including the A-EMCA (Advanced Emergency Medical Care Assistant), under the Ambulance Act.
6. Must possess or be able to obtain and maintain Paramedic certification (PCP or higher), as required by Sunnybrook Regional Base Hospital, and are able to respond to large scale incidents, as required.
7. All successful applicants who have not previously provided a Police Reference Check to the City will be required to do so.
8. Must possess a Class F Ontario Driver's License, or better, and meet all requirements for license maintenance as set forth in the City of Toronto's Fleet policy and be able to obtain and maintain a City's driver's permit.
9. Ability to lead projects from inception through to completion.
10. Ability to lead and engage in cross-functional collaboration with internal and external partners to support the effective delivery of programs, services, and organizational priorities.
11. Strong knowledge of performance-based Paramedic systems, Paramedic service operations, and applicable legislation, policies, programs, and processes.
12. Ability to participate in labour relations matters, including the ability to interpret, apply, and work effectively within collective agreements, as well as relevant governing policies, standards, and legislation.
13. Ability to manage or participate in a range of HR-related matters, including hiring and onboarding, supporting performance management, resolving grievances, and managing workforce changes (e.g., terminations) in accordance with collective agreements and City policies.
14. Ability to support the Toronto Public Service values to ensure a culture that champions equity, diversity, Truth and Reconciliation and respectful workplaces.

Equity, Diversity and Inclusion

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to [employment equity](#).

Accommodation

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. [Disability-related accommodation during the **application process** is available upon request.](#) Learn more about the City's [Hiring Policies and Accommodation Process](#).