

# Job Posting

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**Position:** General Manager, Paramedic Services / Paramedic Chief  
**Department:** Guelph Wellington Paramedic Service  
**Service Area:** Public Services  
**Employee Group:** Non-Union  
**Status:** Regular, Full-time  
**Posting Number:** 26-R-12450

## Position Summary:

The City of Guelph is seeking a dynamic, strategic, and community-focused General Manager / Paramedic Chief to provide visionary leadership to Guelph Wellington Paramedic Services. Reporting to the Deputy Chief Administrative Officer, Public Services, this role serves as the senior executive responsible for the delivery of high-quality emergency and community paramedic services across the City of Guelph and Wellington County, and as a key member of the City's corporate leadership team.

The General Manager / Paramedic Chief provides strategic direction, operational excellence, and financial stewardship to ensure responsive, innovative, and sustainable paramedic services that meet the evolving needs of our communities. Guided by the City of Guelph's Strategic Plan and core values—Integrity, Service, Inclusion, Wellness, and Learning—this leader plays a critical role in advancing public safety, strengthening community resilience, and fostering an inclusive, high-performing organization.

## Eligibility to Apply:

All employees are invited to apply.

## Hours of Work:

The regular work week will consist of 35 hours, Monday to Friday. The successful candidate must be available to be on call and provide after-hours response on a rotating schedule.

## Duties:

### Leadership

- Provide visible and positive leadership to staff, developing and nurturing a work environment that is inclusive, respectful and motivating for staff.
- Provide strategic leadership to all paramedic services operations, administration, quality assurance, community paramedicine and education.
- Promote an inclusive and respectful workplace culture that values equity, diversity, and staff development through coaching, mentoring, and empowerment.
- Collaborate and liaise with other departments on complementary initiatives to achieve optimum results for the City and residents.

- Maintain collaborative relationships with all stakeholders including the Executive Team, General Managers and all City staff, as well as regional paramedic services, emergency service partners, provincial and federal agencies, and other stakeholders.
- Represent the department at City and County Council and committee meetings, public events, and in the media as needed.
- Oversee procurement, budgeting, and resource management for equipment, fleet, facilities, and services.
- Participates in a Manager on-call rotation, providing 24/7 support to paramedic supervisors and staff on a rotational basis – may include functioning as a paramedic superintendent as required with all related duties.

### **Department Management**

- Ensure the service meets all Ministry of Health compliance and certification standards, including oversight of the Service Review process.
- Ensure optimum patient care is provided to communities through evaluation, trend interpretation, advancement of Paramedic skills.
- Establish long-term direction/strategic orientation for the department consistent with the City of Guelph's Strategic Plan.
- Establish the annual work plan for the department and for staff, evaluate performance, monitor results, and provide coaching, training and development opportunities as needed.
- Promote and monitor Health and Safety for compliance with the Occupational Health and Safety Act.
- Ensure compliance with Collective Agreements, City policies, Council resolutions / by-laws and other applicable federal and provincial legislation.
- Ensure operational readiness and compliance with all applicable legislation, including, but not limited to, the Ontario Ambulance Act and the Occupational Health and Safety Act.
- Respond verbally and in writing regarding issues from members of Council, the general public, media, departments, and customers.
- Recommend staff reports and presentations to the Deputy CAO, communicating information and recommending program changes.

### **Financial Management, Performance Monitoring and Measurement**

- Responsible for the preparation, presentation and management of the department's capital and operating budgets; monitor and report budget variance to the Deputy CAO; implement corrective action as required.
- Analyze and optimize both revenue and expenses and pursue grant funding to complement existing budgets. Oversee all relevant reporting to the Ministry of Health, County of Wellington, GW Ontario Health Team and other funding agencies as required.
- Consolidate and review departmental annual work plans and budget with recommendations to the Deputy CAO.
- Ensure compliance with all City policies and bylaws for purchasing/tendering.
- Review calls for tender and purchase requisitions requiring approval for the department on contracted services in accordance with established policies.
- Establish a quality assurance program to monitor the department's annual performance against established departmental key performance indicators, industry best practices as well as CPER and Ministry of Health requirements. Make recommendations and initiate corrective action as required.

**Qualifications:**

- Completion of a post-secondary degree in Health Sciences field or equivalent. Candidates with an equivalent combination of education and experience may be considered.
- Minimum of seven (7) years of progressive management experience within a paramedic service or a comparable emergency services environment.
- Demonstrated senior-level leadership experience in a unionized environment, including labour relations and collective agreement interpretation.
- Strong leadership capability in emergency operations, with the ability to make sound decisions in high-pressure situations.
- Eligible and qualified to practice as a Paramedic in Ontario and able to meet all requirements under the Ambulance Act of Ontario, including obtaining required Base Hospital certification within a specified timeframe.
- Proven experience in strategic planning, service delivery oversight, and performance management within a complex public-sector environment.
- In-depth knowledge of applicable legislation, including the Ontario Ambulance Act and the Occupational Health and Safety Act.
- Demonstrated financial acumen, including oversight of operating and capital budgets and achievement of performance targets.
- Excellent communication and interpersonal skills, with the ability to build effective relationships with staff, senior leadership, partners, elected officials, and the community.
- Commitment to fostering an inclusive, empowering and accountable work culture.
- Demonstrated commitment to continuous improvement and quality customer service.
- Valid Class F driver's licence with a satisfactory driver's abstract, and the ability to meet Police Record Check and Vulnerable Sector Screening requirements.
- Certification in Incident Management System (IMS) 300 or higher both considered an asset.

**Notes:**

- Applicants are required to demonstrate in their application how their qualifications match those specified above. Assessments based on all of the objectives and qualifications listed above will be a part of the interview, written and/or practical test and reference checking.

**Want a bit of help preparing for your next career step?**

- Information about our [recruitment process](#) is available on the [career paths](#) page on SharePoint. Please access these sites (including [resume tips and templates](#)) through your computer at work, or the shared terminal at your worksite.

**Contact Information:**

Human Resources Contact: myHR 519-822-1260 ext. 6947

**How to Apply:**

All interested internal candidates must apply online through the [iCIMS Internal Career Portal](#) by the closing date listed below.

The City of Guelph is an equal opportunity employer which values diversity in the workplace. We are therefore happy to accommodate any individual needs in keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require an accommodation in order to participate in the hiring process, please contact us to make your needs known in advance.

**Non-union Grade:** 11  
**Starting:** April 15, 2026

**Posting No:** 26-R-12450

**Rate:** \$171,113.49-\$213,891.86

**Closing:** May 6, 2026