

*****Join our diverse team and be part of our vision. Think big. Channel your creativity. Make a difference.
At Peel Region, we can create lasting impact, together.*****

**Superintendent Communications Paramedic Services
Health Services – Paramedic Services**

Status: 3 Regular Full Time

Salary Range: \$120,401.00 – \$150,501.00 per annum (plus comprehensive benefits, where applicable)

Hiring Range: \$120,401.00 – \$135,451.00 per annum

Work Mode: Onsite

Location: 430 Britannia Rd E, Mississauga, ON

Hours of Work: 42 hours per week

About Us:

Peel Regional Paramedic Services (PRPS) provides high-quality emergency and non-emergency paramedic care to the communities of Brampton, Mississauga, and Caledon. Serving one of Canada's largest municipal regions, PRPS responds to hundreds of thousands of calls each year through a dedicated team of frontline, communications, and leadership professionals.

We are committed to patient-centred care, clinical excellence, and continuous improvement. By working closely with dispatch partners, hospitals, and public safety agencies, we ensure timely, coordinated, and compassionate responses. As part of the Region of Peel, we value professionalism, accountability, inclusion, and innovation, and we empower our people to lead, learn, and make a meaningful impact every day.

About the Role:

If you're a confident, calm leader who thrives in fast-paced emergency services environments, this role is for you! As the Superintendent Communications, you are at the centre of Peel Regional Paramedic Services' daily operations; coordinating resources, supporting frontline safety, and ensuring the community receives timely, high-quality emergency care. You report to a Divisional Commander and work from the Communications Centre, where your decisions directly influence system performance, patient outcomes, and paramedic safety across one of Ontario's largest regions.

What You'll Do:

In this role, you act as the central coordination point between operations, dispatch, leadership, and partner agencies. You will:

Lead Real-Time Operations

- Make day-to-day operational decisions to support Peel's Deployment and Utilization Strategy.
- Monitor call demand, system status, ambulance availability, and hospital offload pressures using CAD, dashboards, maps, and other tools.

- Jointly support ambulance fleet movements, manage system performance and oversee compliance with deployment plan and legislated requirements and standards.

Coordinate Emergency & Major Incident Response

- Act as the communications lead for mass casualty incidents and major operational disruptions.
- Coordinate resources with allied agencies and Regional Emergency Management during extended responses.

Manage Staffing & Resources

- Coordinate staffing updates across MCACC, Operations Superintendents, Scheduling, and program areas.
- Communicate equipment, personnel, and system changes and ensure follow-up actions are completed.
- Support ambulance offload delay management and system flow.

Champion Safety, Quality & Performance

- Support paramedic safety through system monitoring, risk mitigation, and hazard flag reviews.
- Prepare shift overview reports and lead investigations into complaints, delays, and variances using the Collaborative Culture of Safety and Reliability Response Guide.
- Track and report on response times, chute times, call delays, and other key performance indicators.
- Oversee training, orientation, and quality assurance activities, including compliance with PRPS driving policies.

Lead with Inclusion

- Lead with respect, fairness, and accountability while modelling inclusive behaviours.
- Proactively support diversity, equity, and inclusion in your day-to-day leadership.
- Manage deployment grievances and contribute to staff development and performance discussions.

Engage Stakeholders

- Maintain strong working relationships with MCACC, paramedic leadership, allied agencies, public officials, and media as required.
- Share insights and recommendations to improve system performance and service delivery.

What You'll Need:

- Minimum 3 years' experience supervising employees within an emergency response agency, preferably in a unionized environment.
- Computer and IT proficiency, including Microsoft Office 365, ability to learn and use new and proprietary platforms as required in daily functions on-site at MCACC.
- A satisfactory Level 1 Criminal Record Check obtained directly from a police station (third-party background checks will not be accepted).

Your Skills & Abilities:

- Clear and effective communication and public relations skills.

- Ability to make accurate, informed decisions that lead to positive, measurable outcomes.
- Proven ability to perform effectively in high-pressure, fast-paced environments.
- Ability to conduct investigations, analyze information, and prepare clear reports within tight timelines.
- Demonstrated ability to lead and manage change.
- Experience applying evidence-informed research and sound judgment to decision-making.
- Ability to work independently and collaboratively within a diverse leadership team, applying sound business judgment.
- Effective negotiation, facilitation, and conflict-resolution skills.
- Knowledge of Ambulance Communications Centre operations.
- Knowledge of Paramedic Service operations.

Nice to Have:

- Ambulance and Emergency Care/Paramedic Diploma.
- Provincial Certification AEMCA (Advanced Emergency Medical Care Attendant) preferred.
- Emergency Medical Dispatcher (EMD) Certification, preferred and, will be required to obtain within the first year of employment.

Why Join Us?

At Peel Region, you don't just have a job, you have a purpose. You are supported to do meaningful work while growing your career in a workplace that values inclusion, well-being, and continuous learning.

Perks @ Peel and why you will love working for us:

- Comprehensive Health, Dental, Vision benefit plan including psychological health, effective start date.
- Automatic enrolment into OMERS pension plan (where applicable).
- Accrue Vacation on a monthly basis (where applicable) starting at 3 weeks per annum.
- 3 Paid personal days and floating holidays.
- Flexible hours supporting your wellness and wellbeing.
- Annual performance review and merit increases based on performance (where applicable).
- Supportive leadership and a culture of respect and inclusion.
- Access to tuition reimbursement (where applicable) and learning and development resources.

We support your health and well-being to help you perform at your best, both at work and beyond.

Be bold. Think big. Join us.

The Region of Peel offers job based flexible hours of work that allows employees to

manage personal and professional responsibilities while at the same time ensures business operational needs and customer service expectations are achieved.

Interview: Our recruitment process will include an in-person interview.

Kindly ensure to regularly monitor your spam and junk email folders, as important communications regarding your application may be directed there.

If this opportunity matches your qualifications and experience, please apply on-line.