



## Superintendent - Operations

Permanent Full-Time  
Millennium Base, Belleville, On

2026-NON-HQPS-151

The County of Hastings is currently accepting applications for a **Permanent Superintendent - Operations** with Hastings Quinte Paramedic Services. Under the general supervision of the Deputy Chief - Operations, the Superintendent - Operations is responsible for ensuring operational readiness of the Paramedic Services system by managing the day-to-day operations and monitoring, evaluating and supervising the Paramedics. The Superintendent Operations will carry out the duties in alignment to the organizations mission, vision and values, and work to further its priorities.

### Leadership and Supervision:

- Manage day to day employee relations in a unionized setting, training and motivating your team while reviewing and processing paperwork.
- Ensure staff are in full compliance with all policies and procedures established by the Corporation of the County of Hastings, Hastings-Quinte Emergency Medical Service, Ontario Ministry of Health and Long-Term Care, Regional Base Hospital for Southeastern Ontario and the medical director.
- Ensure staff provide patient care in accordance with the applicable standards and monitor this through direct observation and by reviewing completed ACRs and related documentation.
- Ensure patients are transported to a facility as directed by the communication centre or to the nearest medical facility that provides the type of care required, when there is no such direction given.
- Observe staff patient care delivery on-site, in the ambulance and at the receiving facility as required.
- Makes recommendations for improvements to the deployment plan.
- Function as primary duty officer Complete Shift Supervisors Report daily
- Cover shift vacancies created due to illness or injury as required.
- Mentor, coach and foster a collective team approach in order to achieve optimal employee performance and satisfaction.
- Complete Staff Evaluation Reports as required.
- Function as scene commander during an emergency, liaising with police and fire, ensuring a coordinated approach and the most efficient use of paramedic resources.
- Other related duties as assigned.

### Fleet Management:

- Ensure all vehicles are maintained in proper working order.
- Instruct staff to remove from service any vehicle or piece of equipment that is not in proper working order.
- Ensure no ambulance or emergency response vehicle is modified in such a way that it contravenes the standards set out in the Regulation.
- Determine vehicle serviceability due to mechanical or other failure.
- Arrange for vehicle service and/or repair per current policies and/or procedures when required.
- Ensure staff complete vehicle check sheet(s) as determined by the leadership team.
- Ensure that the appropriate communications center is immediately notified whenever a vehicle is removed from and/or returned to service for repair or maintenance.
- Generate reports and returns, as needed, on vehicle maintenance, repairs, base functions, etc.
- Communicates with Ambulance Dispatch on vehicle movements due to maintenance and service.

**Service Delivery and Communication:**

- Participate in divisional initiatives to improve paramedic on-time performance by monitoring response times, staffing levels, and out-of-service time delays.
- Respond to and report complaints to the senior leadership team as required.
- Ensure the service's reaction time for emergency calls is being met and investigate and follow up with staff in instances when times for emergency calls are not met.
- Ensure adequate stock of equipment, medical supplies, and oxygen is available at their specific base in cooperation with the supply technician.
- Ensure staff complete Ambulance Call Reports (as per ACR Manual or other manual as amended) as required.
- Assist with the auditing of completed ACRs and ensure that an Incident Report form was completed and is attached if required.
- Monitor staff to ensure that while on duty, they are keeping the appropriate communications center advised of the availability of their vehicle within the ambulance service.
- Monitor staff to ensure that they are reporting immediately each movement of an ambulance or emergency response vehicle to the appropriate communications center.
- May provide information and comments to allied agencies and media as allowed under current service policy, when required.
- Participate in mandatory Superintendent meetings held each month or on a schedule determined by the Chief or his designate.
- Respond promptly to communications when serving as primary duty officer.
- Effectively communicate with senior leadership team, other supervisors and staff.

**Health and Safety:**

- Responsible for the safety and well-being of staff and patients, ensuring that all regulations, guidelines, legislation etc, are followed. (i.e., Workplace Safety and Insurance Act, Occupational Health & Safety Act)
- Ensure all vehicles, patient care and accessory equipment is maintained in a clean and sanitary condition.
- Ensure staff follow hygiene practices according to related legislation and policy and procedures.
- Ensure any employee who is injured receives appropriate and required medical care and completes all required documentation.
- Conduct preliminary investigation of accidents and injuries.
- Ensure staff complete and signs all required controlled substances (narcotics and others) documentation as required when working in an Advanced Life Support crew configuration.
- Ensure staff complete incident reports and collision reports and any other report(s) required by regulation, policy or which may be deemed.
- Complete and provide an employee who is injured with all required forms under the Workers' Compensation Act and by Hastings County.
- Review completed incident and collision reports and other reports and ensure these are submitted to the senior leadership team as required.
- Complete incident, and collision reports and other reports as required.
- Review vehicle AVL data and follow up when required under current service policy.
- Ensure crews immediately notify the appropriate communications center of any accident or other incident involving an ambulance or emergency response vehicle that may limit the ability of the vehicle to respond to a request for ambulance service.
- Ensure all staff work in accordance with Occupational Health and Safety legislation, County and Service policy and procedures.
- Ensure all Safety Equipment and Apparel are properly used.
- Protect own health and health of others by adopting safe work practices, report unsafe conditions immediately and attend all relevant in-services regarding occupational health and safety. Follow all guidelines for employees and employers as legislated under the Ontario Occupational Health & Safety Act.

**MINIMUM QUALIFICATIONS**

- Diploma or Degree in paramedicine or related field

- Full Compliance with the qualification requirements of the Ambulance Act.
- Three to five years' experience in the paramedicine field.
- PTL experience preferred.
- Knowledge of relevant government regulations including the Ambulance Act, Highway Traffic Act, Occupational Health and Safety Act, and applicable Ministry of Health standards and guidelines.
- Possess a sound and demonstrated knowledge of corporate core competencies including, but not limited to customer service, communication, workplace engagement, initiative and accountability and adaptability.
- Have a thorough knowledge of the Paramedic Services Operational Deployment and strategies for issues mitigation.
- Sound knowledge of electronic call reporting programs, reports and data analysis.
- Proficient in Microsoft Office, (Outlook Work, Excel, Powerpoint) computer software program.
- Excellent written and verbal communication skills.
- Ability to work efficiently as part of a professional team with key stakeholders.

**HOURS OF WORK:**

- Shift work 0700/1900/0700 (5 and 4 rotation)
- Charlie Platoon

**WAGE RANGE:       \$118,482 - \$126,104.16/annum with excellent fringe benefits**

**CLOSING DATE: Friday, May 15, 2026 by 4pm**

*Please refer to the below to apply via the UKG Internal Job Board:*

To apply to posting WITH a County  
Email:



<https://hastingscounty.ultipro.ca/>

To apply to posting WITHOUT a County  
email:



<https://tw15.ultipro.ca/>

Juliana Finney  
Human Resources Advisor  
Talent Management & Acquisition

*This posting is to fill a current vacancy and is actively being recruited for. In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information collected will be used only for the purposes of this employment opportunity. We thank all candidates who apply, but advise that only those persons selected for an interview will be contacted.*

*"The County of Hastings is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Please contact us if you require this posting in an alternate format. If contacted for an employment opportunity, please advise Human Resources if you require accommodation."*