



## **JOB POSTING**

### **Duty Supervisor, Float position**

***Grey County's Paramedic Services department is recruiting for a permanent, full time Duty Supervisor Float position. This job posting is for a current vacancy. Applications will be accepted until Monday, July 6, 2026 at 11:59 p.m. The salary rate for this position is \$122,041 - \$140,059.***

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***We are proud to offer competitive wages and an attractive total compensation package. We support learning and continuous employee development, and champion career progression for our employees. We value work-life balance, so you can make the most of your career at Grey County, while making the most of your life in Grey County!***

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## **Purpose**

The Duty Supervisor provides senior, shift-based operational supervision of paramedics and stations, ensuring the effective, safe, and compliant delivery of ambulance services across the County of Grey during assigned shifts. The role exercises delegated operational authority and leadership in alignment with established legislation, policies, procedures, the collective agreement, and direction from the Deputy Chiefs and Chief of Paramedic Services, including delegated people-management authority where assigned.

The Duty Supervisor is accountable for real-time operational decision-making, staff supervision, clinical oversight, and incident response, and serves as the senior operational lead during assigned shifts.

## **Responsibilities** (In cooperation with other duty supervisors)

- Implements, supervises, and monitors established operational policies, procedures, and deployment plans for assigned paramedics and stations to ensure continuous and efficient ambulance service delivery.
- Implements approved emergency and disaster response plans for Paramedic Services during assigned shifts and assumes operational or system-level command responsibilities as required, until relieved by senior leadership.
- Supervises paramedics on shift, ensuring compliance with County policies related to health and safety, harassment and discrimination, and corporate governance.
- Monitors and assesses clinical and operational performance through chart reviews, on-scene evaluations, and observation, and initiates corrective or supportive actions in accordance with established processes and delegated authority.
- Communicates operational directives, policies, and procedural updates to staff to ensure consistent understanding and adherence.
- Provides clear and consistent cross-base communication to keep staff informed, aligned, and supported during routine operations and high-pressure events.
- Leads and participates in end-to-end recruitment and selection activities for unionized and non-unionized staff as delegated, including screening, interviewing, reference checks, selection decisions, and recommending or approving offers in accordance with corporate policy and the collective agreement.
- Exercises delegated authority for probationary assessments and employment status decisions for unionized employees (e.g., confirmation, extension where permitted, or release during probation) in consultation with Human Resources and in accordance with the collective agreement and applicable legislation.
- Administers progressive discipline for unionized employees, up to and including suspension and termination of employment, ensuring due process, documentation, and required consultation/approvals are completed in accordance with County policy, the collective agreement, and applicable legislation.
- Represents management at the first level of labour relations as assigned, including addressing day-to-day issues, participating in grievance meetings, and working with union representatives and Human Resources to resolve matters while maintaining operational continuity.

- Provides operational coaching, mentoring, and shift-based instruction, and supports formal training initiatives as directed.
- Monitors vehicles, stations, facilities, and equipment to ensure safety, cleanliness, and operational readiness, and initiates corrective actions within delegated authority.
- Interprets and applies the collective agreement and related policies to make timely, fair, and consistent decisions during assigned shifts, and escalates or consults with management/Human Resources as required.
- Investigates unusual occurrences, complaints, accidents, and incidents, and initiates appropriate operational responses and documentation in accordance with County and Ministry of Health requirements.
- Provides timely operational briefings, incident updates, and recommendations to management to support coordinated decision-making and service continuity.
- Participates in meetings, conferences, and training activities to maintain and enhance supervisory, leadership, and clinical competencies.
- Performs patient care duties and responds to ambulance calls as required as a first response unit, including patient assessment, treatment, monitoring, and authorized controlled medical acts in accordance with the Ambulance Act, Ontario Regulation 257/00, Patient Care and Transportation Standards, and Communicable Disease Standards.
- Completes or directs the completion and submission of routine, special, and incident-related operational reports.
- Ensures a safe and healthy workplace and fulfills the statutory duties of a supervisor under the Occupational Health and Safety Act, including Section 27.
- Collaborates with allied agencies and emergency response partners during service delivery and emergency events.
- Provides reliable operational leadership by ensuring critical updates, including mapping and deployment changes, are clearly and consistently communicated to staff and the Central Ambulance Communications Centre (CACC).
- Protects confidential information and ensures it is disclosed only with appropriate authorization.
- Ensures required operational documentation and reports are distributed and returned in accordance with established procedures.
- Ensures staffing requirements are met to prevent down-staffing of vehicles, utilizing approved staffing, escalation, and call-out processes.
- Provides frontline leadership and coordination for the operational implementation of service projects, including uniforms, medical equipment, fleet vehicles, deployment planning initiatives, and related operational changes, ensuring service readiness and alignment with approved plans.

- Supports the development, implementation, and refinement of deployment planning and dispatch triage systems by coordinating frontline operational input, monitoring real-time impacts, identifying issues, and escalating recommendations to management and dispatch partners as required.
- Leads frontline coordination and implementation activities associated with projects by working with communications, education, and operational partners, including hospitals and fire departments, to support training, operational integration, public-facing initiatives where required, and successful adoption of changes.
- Participates in the leadership on-call rotation, providing administrative and operational decision-making support on an on-call basis for one week every two months, including responding to emergency issues, supporting leadership decisions, and attending or assuming operational shifts as required to address short-staffing or critical service demands.

## Working Conditions

For Full time Supervisors, hours of work will average 84 hours per pay. This position is required to be on 24 hours/7 days a week rotating status. Overtime can be expected to deal with normal operational and statutory deadlines, emergencies, and peak periods.

### Scheduling Conditions for Full Time FLOAT and Part Time Supervisors

Full time float, and part time supervisors will be required to submit availability 4 weeks in advance of the posted schedule. Part time Supervisors will be required to submit the minimum availability.

- Eight (8) 24-hour periods of availability per month.
- Of which, three (3) shall be on a Saturday or Sunday
- Work a minimum of three (3) shifts per month, if made available, to maintain employment

When emergencies and disasters occur, the incumbent is available at all hours to fulfill added responsibilities and to exercise a proper leadership influence.

## Contacts

### *Internal Working Relationships*

The Director of Paramedic Services, Deputy Chief Operations, Deputy Chief Quality Assurance and Community Programs, Deputy Chief Wellness and Support, Human Resources and Health and Safety staff, other County Employees, Agencies, employees within the Paramedic Services Department, Union representatives, Long Term Care service providers.

### *External Working Relationships*

Ministry of Health officials, Paramedic Associations, Base Hospital staff, other first response agencies, other EMS providers, fire service providers, Central Ambulance Communications Centre staff and other related Emergency Health Services.

## Knowledge and Skill

- Minimum certification as a Primary Care Paramedic as required under the Ambulance Act of Ontario.
- A minimum of five (5) years of progressive ambulance-related experience, including demonstrated exposure to complex operational environments and high-risk decision-making.
- Community Paramedicine certification or willingness to obtain.
- Previous supervisory or lead experience in a paramedic or emergency services environment is preferred.
- Demonstrated ability to manage multiple, competing operational demands simultaneously in a dynamic, high-pressure environment where priorities can change rapidly and decisions have significant implications for patient safety, staff safety, and service delivery.
- Highly developed operational judgment and decision-making skills, with the ability to assess risk, apply policy and clinical standards, and take decisive action under time-sensitive and stressful conditions.

- Exceptional emotional intelligence, including the ability to remain calm, focused, and professional during critical incidents, conflict situations, and emotionally charged interactions with staff, patients, families, and partner agencies.
- Demonstrated ability to lead, influence, and support staff through complex situations, including crisis response, performance challenges, fatigue management, and post-incident debriefing, while modeling professionalism and resilience.
- Strong interpersonal and communication skills, with the ability to provide clear direction, deliver difficult messages, manage conflict constructively, and build trust and credibility with staff, union representatives, management, and external partners.
- Proven ability to balance empathy and accountability when supervising staff, applying coaching, corrective actions, and supportive interventions in a fair, consistent, and respectful manner.
- Strong organizational skills, with the ability to document accurately, complete operational and incident reports, and maintain situational awareness across multiple units, locations, and issues.
- Demonstrated proficiency with computer systems, operational reporting tools, and dispatch or service-related technologies used to support real-time decision-making and documentation.

## Impact of Error

- Errors in operational judgment, supervision, or decision-making may result in service disruption, delayed or ineffective emergency response, increased risk to patient and staff safety, and non-compliance with legislative or Ministry of Health requirements.
- Inappropriate or inconsistent supervisory actions, communication failures, or poor conflict management may negatively impact labour relations, increase grievances or complaints, and undermine collective agreement compliance.
- Supervisory errors related to performance management, workload distribution, fatigue management, or incident response may erode employee trust, morale, and engagement, contributing to increased absenteeism, disengagement, and reduced operational effectiveness.
- Failures to apply sound judgment, emotional intelligence, or professionalism during high-stress or emotionally charged situations may escalate workplace conflict, damage relationships with staff and union representatives, and affect the County's reputation as an employer.

- Ineffective incident management, communication, or coordination with allied agencies may reduce public confidence in Emergency Medical Services and expose the County to reputational, legal, or financial risk.

***Grey County is proud to be an equal opportunity employer, and promotes a culture of respect where all team members are valued for their unique talents, knowledge and lived experiences.***

***Accommodations are available for all parts of the recruitment process. Applicants are encouraged to outline accommodation needs when submitting their application. If alternate methods of application are required, candidates can email [careers@grey.ca](mailto:careers@grey.ca).***

***This recruitment process does not use artificial intelligence (AI) to screen, assess, or select applicants. All applications are reviewed and evaluated by our hiring team.***

***While we thank all candidates for their interest, only those selected for an interview will be contacted.***

***Any personal information submitted will be managed in accordance with the requirements of the Municipal Freedom of Information and Protection of Privacy Act, and will be used only to determine eligibility for employment.***

***Based on the nature of the position, pre-employment screening may be required including but not limited to; Criminal Record Searches, Financial Credit Inquiries; Educational and Credential Verification; Driver's Abstracts; Drug/Alcohol Testing; Pre-Medical Testing and Investigative Employment References.***