

Commander (Casual)

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| <b>Job Requisition</b>      | R-268276 Commander (Casual) (Open)  |
| <b>Job Family</b>           | Operations Leaders  |
| <b>Start Date</b>           | 06/17/2026  |
| <b>End Date</b>             | 07/09/2026  |
| <b>Primary Posting</b>      | No  |
| <b>External Posting URL</b> | <a href="https://medaviehs.wd10.myworkdayjobs.com/Medavie_External/job/ON-St-Thomas/Commander--Casual-_R-268276">https://medaviehs.wd10.myworkdayjobs.com/Medavie_External/job/ON-St-Thomas/Commander--Casual-_R-268276</a> |
| <b>Description</b>          | Position Type:<br><b>Casual - Occasionnel</b>   |

Closing date:  
**2026-07-08**

Medavie Health Services is a national leader in primary health care solutions and the largest contracted provider of emergency management services in Canada. Together with Medavie Blue Cross, we are part of Medavie, a health solutions partner committed to improving the wellbeing of Canadians.

With a growing network of 5,400 health care professionals in six provinces, Medavie Health Services has a long history of operating ground and air ambulance services, medical communications, Mobile Integrated Health/Community Paramedicine programs, 911 Public Safety, 811 Telehealth, home health care, as well as clinical training.

We are proud to invest in communities to help address some of Canada's most pressing physical and mental health care challenges.

As an employee of Medavie Health Services we are accountable to our patients and coworkers by participating in and supporting all safety related initiatives, as well as acting in a manner that fosters a culture that focuses on patient safety and a safe and respectful workplace.

Medavie Health Services Ontario is the subsidiary of Medavie Health Services responsible for the optimal operation and management of Elgin EMS, an integrated, pre-hospital care organization. People are the biggest drivers of our success, and we are excited to continue to build a healthier community together. As the land ambulance service provider for Elgin EMS, we're looking for Casual Commanders who are committed to the delivery of innovative health care, safety and communications solutions through knowledgeable and caring professionals. Our belief is in a better life for the communities we serve.

Medavie Health Services is part of Medavie, a health services organization. Together with Medavie Blue Cross, we are committed to providing innovative solutions that will improve the health of all Canadians.

As a not-for-profit organization, Medavie is proud to commit an annual social dividend to the Medavie Health Foundation to support programs and initiatives aimed at addressing some of our country's most pressing physical and mental health coverage.

Located in St. Thomas, Ontario, The Commander is responsible for managing and ensuring effective day-to-day operation and coordination of the Service through the efficient use of people and capital resources for the provision of efficient and effective paramedic service to the County of Elgin and surrounding regions. The Commander is responsible for providing leadership direction, and oversight of Division activities including the organization and continuous improvement of the program. They will conduct regular needs assessments, gapping analysis along with attending service-related training, monitoring and performance techniques that are not just limited to operations but quality of clinical service. They will develop training recommendations for implementation of education programs throughout the service.

The role consistently communicates Medavie Health Services group of companies' values, philosophies and best practices throughout all operating companies so that there is shared realization of the organization's goals. To ensure consistent business practices, the incumbent will work closely with all operating senior management teams to effectively and efficiently manage workflow processes.

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The position entails, but is not limited to the following:

- Provides leadership, acts as a member of management team responsible for planning and monitoring staff performance.
- Develops, implements, trains and enforces all policies and procedures and operational programs.
- Ensures seamless and safe operations by maintaining staffing levels to effectively operate ambulatory coverage to all communities in coverage areas.
- Assists in the developing of operational goals and objectives and ensures that the development of these goals and objectives are communicated to staff. Coaches and manages staff. Conducts performance evaluations in accordance with the Collective Agreement.
- Applies and exercises rights and processes of the Collective Agreement. Issues discipline as appropriate. Participates in the grievance resolution process and collective bargaining as required. Effectively communicates with union representatives at and outside of labour management.
- Manages the investigation of all public complaints and major complaints, including the investigation of circumstances, customer contact and satisfaction, evidence development, and court/inquest services. Where necessary, directly conducts investigations such as high-risk or high-profile matters. Involves other operational areas of the program in investigations as appropriate.
- Monitors staff and Central Ambulance Communications Centres (CACC) for compliance with an approved County of Elgin paramedic service deployment plan.
- Liaises with external stakeholders to coordinate clinical interviews and release of documents for investigations in compliance with PHIPA, MFIPPA and legislative requirements.
- Coordinates service review/accreditation program activities and ensures paramedic service delivery and operations meet regulatory compliance requirements. Monitors staff performance on key metrics (such as chute times) to ensure service delivery standards.
- Conducts reviews/audits and evaluation of clinical patient care and patient care documentation for compliance with applicable legislation. Follow-up with staff as required.
- Participates in the return-to-work process and orientation of new staff.
- Creates, develops and maintains internal and external partnerships with other community organizations and service providers.
- Assists with the development of the annual operating budget; and
- Any other duties as assigned.

As the ideal candidate for this role, you will possess the following:

- Certified as a Primary or Advance Care Paramedic as certified by the Southwest Ontario Regional base hospital program.
- University degree, preferably in the Health Sciences field, or an equivalent combination of education and experience.
- Must have completed an approved paramedic training program and are currently licensed to work in Ontario as a paramedic (or equivalent); 1-2 years' experience in a supervisory capacity, experience working with unions is preferred.

- Advanced knowledge of Emergency Medical Services operations and health care quality management best practices, legislative acts, and the regulations and bodies that guide Emergency Medical Services.
- Advance knowledge of Emergency Medical Services Business.
- Advance knowledge of legislative acts, regulations and bodies that guide Emergency Medical Services.
- Possess a valid Class F driver's license in good standing in Ontario (or equivalent); and Must submit ITLS, CPR C for Health Care Providers, and PEPP certifications.

#### Education/Experience

- Certified as a Primary or Advance Care Paramedic as certified by the Southwest Ontario Regional base hospital program;
- University degree, preferably in the Health Sciences field, or an equivalent combination of education and experience.
- Must have completed an approved paramedic training program and are currently licensed to work in Ontario as a paramedic (or equivalent);
- 1-2 years' experience in a supervisory capacity, experience working with unions is preferred but not required
- Advanced knowledge of Emergency Medical Services operations and health care quality management best practices, legislative acts, and the regulations and bodies that guide Emergency Medical Services.
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- Possess a valid Class F driver's license in good standing in Ontario (or equivalent); and Must submit ITLS, CPR C for Health Care Providers, and PEPP certifications.
- A post-secondary education in business administration would be considered an asset.

Casual Commanders will provide 12-hour shift coverage. These hours are not guaranteed and will be offered on a casual basis.

Wage: \$42 to \$48/HR

The Base Pay range may vary depending on the successful candidate or other relevant job-related factors such as knowledge, skills, qualifications, experience and education/training. In addition to Base Pay, eligible Medavie employees may participate in various performance-based incentive programs. Payments under these programs are discretionary and subject to both individual and organizational results.

Our recruitment process may involve automated tools, including AI, to assist in screening applications.

We would like to thank all candidates for expressing interest. Please note only those selected for interviews will be contacted.

Medavie Health Services is committed to the principle of equal opportunity in its employment practices and to providing an environment free from discrimination and harassment for all employees. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, Medavie Health Services will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform Medavie Health Services Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal

participation. All personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act.

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| <b>Worker Sub-Type</b>          | Casual  |
| <b>Location</b>                 | ON St. Thomas   |
| <b>Time Type</b>                | Part time   |
| <b>Locations</b>                |   |
| <b>Supervisory Organization</b> | ON Elgin Field Operations 2 (Jeffrey Millar (116072)) |