



THE CORPORATION OF NORFOLK COUNTY – JOB POSTING

Posting #: NU 24.26 (1 vacancy)

Position: Superintendent Professional Practice

Job Code: 3EMSPP

Status: Permanent Full Time

Employee Group: Non-Union

Division: Emergency and Social Services

Department: Paramedic Services

Reports To: Commander(s), Paramedic Services

Location: Norfolk County

Wage: \$43.072 to \$56.533 per hour (under review)

Posting Period: July 21, 2026 to July 30, 2026

Note: The recruitment process includes applicant testing: Qualified candidates will be required to take a written exam in addition to other testing. The written exam date/time can be held by following the link below. Please note that confirmation of your exam date will be sent to the e-mail address you have provided to confirm your application has been reviewed and your application has been moved forward. Please monitor your spam/junk folder after July 27th to ensure you do not miss the confirmation email we will send through our external applicant tracking platform.

Exam choices: Date: August 4th or 5th
Time slots: 10:00 to 12:00 or 14:00 to 16:00

Link: <https://ncps.jotform.com/252946039282867>

How to Apply:

Follow the link below for the application process through Google Chrome or Microsoft Edge:

- <https://apply.workable.com/j/9C5BDC5B0C>



- Ensure the file extension for your resume document is .doc, .docx or .pdf
- If you are electing to include a cover letter, the cover letter and resume must be uploaded as 1 file.

Find out more information about Norfolk County here: [Employment at Norfolk County - NorfolkCounty.ca](https://www.norfolkcounty.ca/employment)

Basic Function:

Reporting to Commanders, the Superintendent of Professional Practice provides frontline leadership and direct support to paramedics in all areas of clinical care, professional standards, quality assurance, education, and workforce development.

This role is responsible for ensuring frontline staff receive timely, consistent, practical clinical and professional support through hands-on coaching, documentation review, and follow-up. The Superintendent actively supports paramedics in the field through structured review processes to drive high-quality patient care, strong documentation practices, and continuous professional growth while ensuring standards and competencies are met.

This role leads quality assurance activities, training and competency development, professional practice oversight, and peer support programming. This position supports investigations, remediation, and continuous quality improvement initiatives while promoting a culture of professionalism, accountability, and employee wellness.

Knowledge and Experience:

- Post-secondary education in business, emergency management or a discipline pertinent to the job functions is preferred. An equivalent combination of education and experience will be considered.
- Current base hospital certification as a Primary Care Paramedic or above.
- Must have or willing to obtain AIV certification.
- Extensive experience as a paramedic, with a proven track record in delivering high-quality patient care in diverse and dynamic environments.
- Previous experience in paramedic supervision or leadership, including team management, coaching, and mentoring, is considered an asset.

- Must possess and maintain a valid Province of Ontario Class "F" driver's license and comply with the driving record requirements outlined in the Ambulance Act throughout employment.
- Access to a reliable vehicle including the ability to provide a drivers abstract when requested during the recruitment process.
- Willingness to obtain Community Paramedic certification, with prior experience or certification considered an asset.
- Must be willing to obtain IMS 200 certification

Skills and Abilities:

- Comprehensive knowledge of ambulance operations, including applicable legislation, policies, and procedures (Ambulance Act, BLS, Land Ambulance Service Certification Standards, etc.)
- Strong paramedicine knowledge (anatomy, pathophysiology, patient care theory, pharmacology etc.)
- Capable of performing all physical and psychological responsibilities and demands of both a Superintendent and Paramedic.
- Strong oral and written communication skills, with the ability to convey complex information clearly and effectively in a supervisory capacity.
- Must have or willing to obtain Instructor certification for courses as required
- Ability to plan, develop, and deliver effective presentations, translating complex information into clear, concise messaging while maintaining audience engagement.
- Demonstrated ability to exercise sound judgment and decision-making in high-pressure emergency situations.
- Proven ability to address and manage labor relations issues effectively, fostering positive working relationships in a unionized environment.
- Extensive knowledge and demonstrated application of the Occupational Health and Safety Act.
- Advanced computer proficiency, with experience in software systems such as JBS, iMedic, Acetech, Adobe, and Microsoft Office products.

- Strong conflict resolution and interpersonal skills, with the ability to liaise effectively with internal and external stakeholders, including hospitals, allied services, and community partners.
- Sound judgement and ability to handle matters of confidential/ sensitive nature
- Must be aware of safe work practices as they relate to job responsibilities and work environment and have the basic understanding of the Occupational Health and Safety Act.

Position Description:

The Superintendent of Professional Practice provides frontline leadership and direct support to paramedics in clinical care, professional standards, quality assurance, and workforce development. Through hands-on coaching, documentation review, and structured follow-up, the role promotes high-quality patient care and strong professional practice. The Superintendent leads training and education through presentations for both paramedics and the public, while also advancing employee wellness and peer support by ensuring timely access to supports, promoting psychological health, and fostering a resilient, professional workforce.

- **Clinical and Professional Practice Support**
 - Provide direct, hands-on clinical and professional practice support to frontline paramedics
 - Conduct documentation review, clinical follow-ups, and professional practice coaching
 - Support preceptorship, mentoring, and skill development across all levels of staff
 - Ensure consistent application of clinical standards, SOPs, and professional practice expectations
- **Quality Assurance and Professional Standards**
 - Participate in quality assurance activities, including audits, reviews, and performance monitoring
 - Receive and support complaint review processes and participate in related investigations
 - Conduct or support professional practice and operational investigations and recommend outcomes and remedial actions

- Monitor compliance with clinical and regulatory standards and implement improvement plans
- Conduct performance-based audits to identify trends, training needs, and required remediation
- Provide on-scene clinical support and direct patient care as required
- **Education, Training and Competency**
 - Deliver onboarding, orientation, and ongoing education programs
 - Identify training needs based on QA findings, clinical trends, and system changes
 - Deliver training related to SOPs, clinical updates, deployment practices, and system initiatives
 - Support competency validation, certification requirements, and training sign-offs
 - Contribute to curriculum development and continuous education planning
 - Support ICS training and operational readiness education
- **Workforce Development and Staff Support**
 - Handle day-to-day labour relations matters
 - Participate in investigation processes, including conducting interviews and supporting fact-finding, documentation, and recommendations
 - Support return-to-work planning, modified duties, and reintegration processes in collaboration with leadership and Human Resources
 - Support recruitment, onboarding, and integration of new staff
 - Coordinate mentoring, preceptors, and development pathways
 - Participate in health and safety functions and support workplace safety initiatives
 - Promote professionalism, equity, and respectful workplace behaviours
- **Peer Support and Employee Wellness**
 - Lead and coordinate the Paramedic Peer Support Team
 - Ensure effective delivery of peer support programs and alignment with organizational expectations

- Provide direct support to staff related to critical incidents and workplace stress
- Support employee engagement, wellness initiatives, and culture development
- **Continuous Improvement and Program Integration**
- Support integration of quality assurance, training, and clinical practice improvements
- Implement and monitor quality improvement initiatives
- Utilize LMS and QA systems to track performance, training, and trends
- Identify risks and opportunities and recommend improvements to programs and practices
- **Stakeholder and Operational Support**
- Collaborate with Commanders, Superintendents, Base Hospital, Colleges, and external partners
- Provide clinical and professional practice guidance during complex calls or events as required
- Support deployment-related education and system readiness initiatives
- Assist with operations and provide support during periods of operational need or system pressure
- Participate in on-call rotations and respond as required to support operational and clinical needs
- Support operational investigations and provide professional practice input into outcomes and recommendations
- **Public, Media and Community Engagement**
- Provide public education and participate in community outreach and engagement initiatives
- Represent the service at public relations events and stakeholder engagements
- Participate in media communications as required, in alignment with organizational protocols
- **Other Duties**

- Provide frontline support and direct patient care as required to support clinical operations and staff
- Maintain confidentiality in accordance with applicable legislation and corporate policies
- Perform other duties as assigned

Direct Reports:

- Paramedics

Working Conditions:

- Combination of office and field environment
- Exposed to inclement weather, stressful situations, and high-risk environments
- Requirement to respond to operational needs and support frontline staff outside of regular business hours as required.

The Corporation of Norfolk County is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

Successful applicants are required to provide the Employer with a current Criminal Record Check, including a Vulnerable Sector where required and verification of education, if applicable.

Thank you for your interest in this position. Only those to be interviewed will be contacted.