



JOB DESCRIPTION

CHIEF/DIRECTOR OF PARAMEDIC SERVICES

POSITION SYNOPSIS AND PURPOSE

Direct the planning, delivery, management, and evaluation of emergency medical services (EMS) in accordance with the Ministry of Health and Long Term Care (MOHLTC) prescribed regulations and legislated standards.

Direct the planning, management and evaluation of the County of Haliburton Emergency Management and Business Continuity Program in accordance with relevant provincial regulations and standards. Work in co-operation with the County lower tier governments in developing and maintaining Emergency Response Plans that are compatible with both upper and lower tier needs.

MAJOR RESPONSIBILITIES

Description	Approx. Time Spent (%)
<p>Financial</p> <ul style="list-style-type: none"> • Direct and develop short and long range departmental fiscal plans and resource allocation. • Prepare the annual EMS Operating Budget based on call volume projections, service plans, staffing requirements, equipment and capital needs, provincial policy requirements and EMS goals and objectives. • Monitor and authorize expenditures and determine corrective action to be taken to prevent budget overruns. • Authorize travel expense statements and applications for education and conference attendance. • Negotiate and sign Special Events Paramedic Coverage Contracts as required. • Monitor costs incurred and revenue generated through cross-boundary ambulance calls. • Initiate and investigate opportunities for cost sharing, sponsorship and revenue generation. 	35%
<p>Paramedic Services Responsibilities</p> <ul style="list-style-type: none"> • Develop performance measures and interact with MOHLTC, Base Hospital, Central Ambulance Communication Centre (CCAC), and other service providers to ensure quality of service meets or exceeds all legislated standards. • Ensure policies and procedures are up to date and in compliance with Ministry of Health and such other legal/legislative requirements as required. • Ensure service documentation and the reporting system is compliant with the relevant legislation. • Keep up to date on emerging issues and methodologies. Responsible for recommending and implementing program and operational changes as appropriate. • Direct the operation which includes staff management, training, development, performance management, fleet management, equipment and inventory management. 	50%

<ul style="list-style-type: none"> • Monitor on daily basis all pertinent information regarding the operation of Haliburton County EMS or should it be paramedic services • Prepare departmental reports for County Council regarding pertinent operational and/or administrative paramedic service issues. • Lead and participate in the management of human resources and labour management issues as required. • Participate in Collective Agreement negotiations • Liaise with the Deputy Chief Quality Assurance and Professional Standards and Base Hospital in the delivery of Core Training programs for all Paramedics. • Liaise with the Deputy Chief Operations re: staffing and deployment. • Liaise with Commander, Clinical Programs in the delivery of Community Paramedicine Program. • Liaise with community, allied agencies and neighbouring service providers to enable ongoing discussions regarding service levels, cross border billing, standby agreements, equipment and service standards, and other operational issues. • Represent the Department of Emergency Services at community and public events including various associations, services clubs and business meetings. • Participate in committees involving the Lindsay CACC Operations, Haliburton County Tri-Services, Base Hospital Utilization Committee, and other internal and external committees as required. • Develop alternatives for maintaining/improving response time standards and ensuring the Service prepares for its future in accordance with policy objectives, financial capability and current fleet resources. • Respond to calls when available to assist in providing supervision and leadership in the continued development of emergency patient care, the delivery of quality service, and to assist Paramedics, when required, with the performance of their responsibilities and duties. • Maintenance of up-to-date paramedic certification. 	
<p>Emergency Management and Business Continuity Planning Responsibilities</p> <ul style="list-style-type: none"> • As the County's Emergency Management Co-ordinator, lead the development and implementation of policies, procedures and standard operating guidelines to facilitate and ensure compliance and currency with the Emergency Management and Civil Protection Act and Emergency Management Ontario (EMO) standards, and any other relevant legislation. • Co-ordinate and manage the activities of the County Emergency Control Group in a state of emergency and provide advice and direction to County emergency operations staff. • Provide effective monitoring, liaison and reporting to ensure the County's Emergency Plan is approved by EMO. • Draft and submit emergency planning reports as required and prepares the annual work plan for the effective delivery of the County Emergency Management Program. • Coordinate the annual Hazard Identification and Risk Assessment (HIRA) and Critical Infrastructure Identification Assessment (CIIA) with the Emergency Management Program Committee, analyses the results and makes recommendations as appropriate. • Provide emergency management expertise and administrative support to the County Emergency Plan during an emergency and as may be required to the lower tiers • Provide advice and clarification about the County Emergency Plan as required 	15%

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

DECISION MAKING AND INDEPENDENCE

- a) **List up to 3 examples of the types of decisions that are made or issues/situations that are dealt with on a regular basis and how judgement is used to resolve them:**
1. Required discipline based on seriousness of misconduct and outcome of investigation
 2. Staffing and up-staffing based on actual or potential need
 3. Financial decisions re: purchases and expenditures approvals based on budget status
- b) **List up to 3 examples of situation or problems that are referred to the supervisor for direction or resolution:**
1. Patient care complaints
 2. Operational deficiencies
 3. Paramedic conduct issues requiring investigation

REQUIRED TRAINING

- Orientation which includes (all employees)
 - All Corporate Policies/Procedures
 - WHMIS GHS Training
 - Respect in the Workplace
 - MOL Worker H & S Training
 - AODA
 - AEMCA
 - Base hospital Certification
 - BEM
 - CEMC
 - IMS 100/200

MINIMUM QUALIFICATIONS (must have)

- a) **Education (degree/diploma/certifications)**
- University degree in business and/or public administration or equivalent
- b) **Experience**
- Management experience in Paramedic Services
- c) **Knowledge/Skill/Ability**
- Comprehensive technical knowledge and skills in the emergency health services field; thorough knowledge of Ontario ambulance and health care systems; plus, comprehensive knowledge of labour relations, emergency preparedness, project management, policy and program development, budget administration, and program evaluation.
 - Knowledge and understanding of pertinent Provincial and Municipal legislation, regulations, standards, and guidelines, including the Ambulance Act, Mental Health Act, Coroners' Act, Highway Traffic Act, Municipal Freedom of Information and Protection of Privacy Act, PHIPA, Occupational Health and Safety Act, and the Human Rights Code.

- Analytical, problem solving, and strategic planning skills to implement appropriate action for situations.
- Proven financial/budgeting experience.
- Excellent oral presentation and written communication skills.
- Excellent interpersonal skills. Ability to be discreet and diplomatic.
- Demonstrated leadership skills to collaborate, coach, counsel, negotiate and influence as required.
- Excellent organizational skills. Ability to manage multiple tasks/projects and change focus as required often without notice.
- Ability to monitor legislation and the news media to be current on issues, policies, and developments relevant to the service.
- Strong computer skills with knowledge of various information systems and software.
- Must provide an acceptable Police Records Check (including Vulnerable Sector screening) **to ensure suitability for working with vulnerable populations.**
- Ability to travel to various locations within and outside of the County.
- Ability to support and project values compatible with the organization.
- Will be required to work extended hours, including evenings and/or weekends.
- Valid Ontario Driver's License minimum F classification.

PREFERRED QUALIFICATIONS (asset)

- **Graduation from an accredited Ambulance and emergency Care (AEC) Program**
- Community Emergency Management coordinator designation or related experience
- 3-4 years' experience in the area of Emergency Planning.
- Completion of the Community Emergency Management Coordinator certification.
- Certificate in Municipal Management is an asset.
- Detailed knowledge of emergency legislation, public administration and emergency systems/protocols.
- Experience implementing and maintaining an Emergency Management and Business Continuity Program.

WORK SETTING

CONTACTS

Frequency Legend
Constant – every day for most of day
Frequent – daily
Regular – weekly
Occasional – bi-weekly to monthly

Contact	Frequency	Nature of Interaction
CAO	Regular	Departmental updates, operational improvements and future direction of service, program improvements and service expansion
Department Heads	Regular	Departmental updates, advice and guidance, financial reporting, staffing and staff postings, policy review
Eastern Chiefs	Occasional	Service updates and strategic regional planning
OAPC	Occasional	Provincial initiatives and updates
MOH Field office	Occasional	Mandatory reporting items and service updates
Deputy Chiefs	Constant	Day to day service operations and requirements

County CEMC's	Occasional	Emergency planning for local municipalities and County
HHHS management	Regular	Planning and issues arising during transfers and hospital interactions, community planning i.e.: assessment centre
Family Health Team	Regular	Community planning i.e.: assessment centre

WORK CONDITIONS/PHYSICAL/MENTAL EFFORT

Please check off all that apply

Frequency Legend
Constant – every day for most of day
Frequent – daily
Regular – weekly
Occasional – bi-weekly to monthly

1. Hours of Work

Normal (i.e. 8:00 am – 4:00 pm, Monday to Friday)	<input checked="" type="checkbox"/>
Evenings/Weekends	<input type="checkbox"/>
On-Call Every 4 th Week	<input checked="" type="checkbox"/>
Over-time (How often? Expand below)	<input type="checkbox"/>

Examples:

2. Work Environment

	Constant	Frequent	Regular	Occasional	Percentage
Indoors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	90%
Outdoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	10%
					=100%
Attend internal/external meetings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	40%
Time spent travelling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	20%
Frequency of interruptions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	30%
Interaction with irate/aggressive clients/customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	10%
					=100%

Examples:

3. Hazards

	Constant	Frequent	Regular	Occasional
Noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dirt, Dust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Hazardous chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disagreeable weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Examples:

4. Physical Requirements

	Constant	Frequent	Regular	Occasional
Operating and/or maintaining vehicles and equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> • Standing • Sitting • Walking • Climbing 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Requirement to lift objects (list max weight) 100kg	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing and/or pulling objects to complete tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
PPE worn on a regular basis (list type):				
<ul style="list-style-type: none"> • mask 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> • eye and head protection 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> • gown and gloves 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Types of tools used (list type):				
<ul style="list-style-type: none"> • computer 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> • power cot 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> • ambulance equipment 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Examples:

5. Mental Requirements

	Constant	Frequent	Regular	Occasional
Requires awareness of surroundings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visual effort required on a concentrated basis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement to listen attentively	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Examples:

POSITION CLASSIFICATION

Position Title: Chief/Director of Paramedic Services

Department: Paramedic Services

Work Location: Paramedic Services Administration Office, Haliburton

Reports to (Direct): CAO

Position(s) Supervised Directly: Deputy Chief – Operations, Deputy Chief – Quality Assurance & Education, Commander Clinical Programs, Administrative Assistant (1)

Position(s) Supervised Indirectly: **Duty Officer (3), Primary Care Paramedics (25 FT, 32PT), Admin Assistant (1)**

Effective Date: June 2021

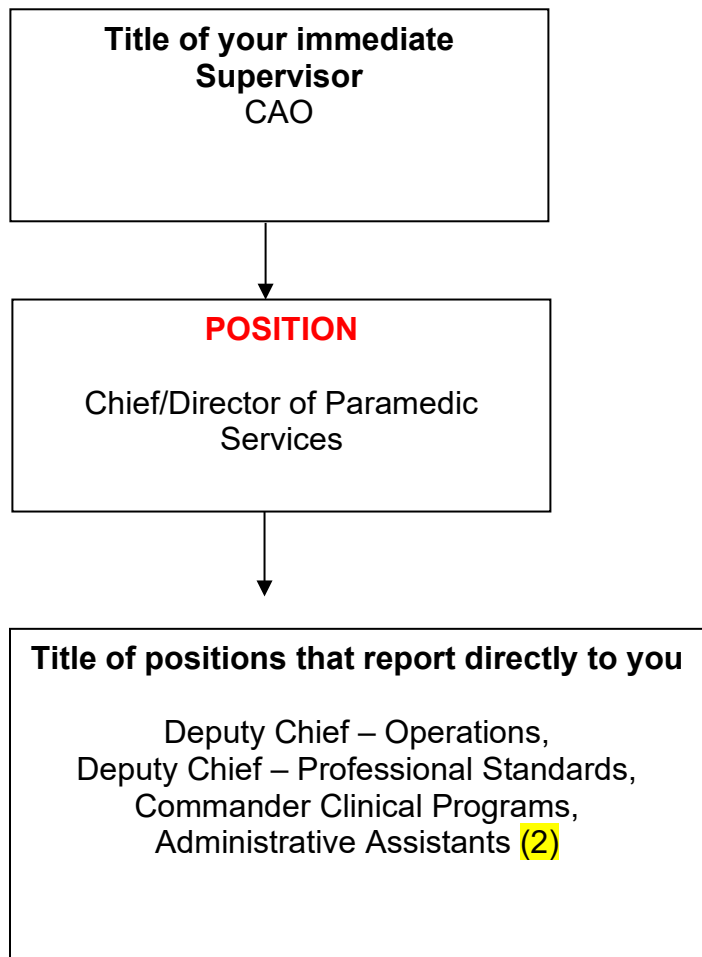
Revision Date: October 4, 2024

Salary Range: \$134,362.83 - \$157,186.59

Hours Per Week: 40

ORGANIZATIONAL CHART

List the reporting relationship of this position to others within the immediate department.



Note: The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended, nor should it be interpreted as a complete inclusive description.