

# CITY OF HAMILTON

## HEALTHY & SAFE COMMUNITIES DEPARTMENT (HAMILTON PARAMEDIC SERVICES - LOCATION – 489 VICTORIA AVE. N.)

### MANAGER /DEPUTY CHIEF, PARAMEDIC SERVICE

### INTERCHANGEABLY ASSIGNED TO (A) OPERATIONS OR (B) PERFORMANCE AND DEVELOPMENT

#### SUMMARY OF DUTIES

Reporting to the Director/Chief, Paramedic Service, a Paramedic Deputy Chief is responsible to;

- manage an effective and efficient paramedic service operation;
- ensure that all aspects of the service operations meet related regulations, acts and standards; and,
- **the Deputy lead for Operations** will have primary responsibility for, manage, and or oversee, various support programs or portfolios division that include: emergency response; emergency health care; transport medicine; dedicated offload nursing; staff scheduling, MOHLTC ambulance dispatch oversight; vehicle and station maintenance oversight; and health & safety;
- **the Deputy lead for Performance and Development** will have primary responsibility for, manage, and or oversee various support programs or portfolios that include educational programs, staff development, return to work, wellness initiatives, professional standards, quality review and investigative management, continuous quality improvement initiatives, data collection, analysis, and benchmarking, community paramedicine, public access defibrillation, research initiatives, designated base hospital coordination, public relations and communications,
- A Deputy Chief may be additionally assigned to manage and or oversee other programs including the following or those outlined in appendix A;
  - Logistics, Professional Standards and Quality Improvement
  - Planning, Staff Development and Operational Community Response

Participates in HSC emergency preparedness planning, development and training. Respond to all municipal emergencies as requested.

#### GENERAL DUTIES

Manage and maintain the cost efficient and effective service delivery of paramedic service that complies with all related Acts, Regulations, Standards and City By-laws and policies and the needs of the community as defined by city council.

Administer, co-ordinate and direct the ongoing activities of the division by delegating work to assigned staff ensuring effective utilization of human resources.

Lead and manage the ongoing activities of assigned staff by delegating work, monitoring and evaluating performance.

Ensure timely and quality completion of service inquiries by managing the file and completing actions that employ conflict resolution strategies and contain the risk to the city including preparing reports and meeting with parties.

Develop and maintain effective communication and networks with various stakeholders to achieve the division objectives that includes relationships with staff, union representatives, other paramedic services, other city divisions, the Base Hospital, the MOHLTC, Hospital authorities, etc.

Participate as a committee member or a chair of assigned committees and working groups to collaborate with other agencies and other City divisions.

Represent the Division as required at Coroner's Inquests, Provincial Court, Grievances and other proceedings as required.

Analyze, recommend and implement innovative cost effective strategies to deliver quality services in assigned functions including but not limited to opportunities associated with response times, medical service, customer satisfaction and economic efficiency drawing upon contemporary knowledge of trends and developments in legislation, provincial policy directives, economic and social patterns, and technological developments affecting areas of responsibility.

Monitor, analyze and evaluate the divisions performance to ensure all legal obligations and operational requirements are met. Take corrective action as required.

Administer and monitor assigned sections of the operating and capital budgets in accordance with established Corporate and Departmental procedures, ensuring that operations are within budgeted levels, and report as scheduled. Recommend future budget appropriations.

Monitoring and evaluating individual staff performance and providing support and guidance for staff development and succession planning.

Coordinate paramedic operations at major occurrences.

Participate in a 24 hour / 7 day on-call rotation with the other management team and provide support as required to the Emergency Support Group and Emergency Control Group.

Plan, liaise, and provide back-up support to the other Deputy-Managers in the functional areas of Operations, Community Initiatives, Logistics, Planning, Education, Quality Improvement and Professional Standards.

Participates in HSC emergency preparedness planning, development and training. Respond to all municipal emergencies as requested.

Perform other duties as assigned related to the responsibilities of this position.

Continuously review, refine, manage and coordinate for the division the programs and activities in a manner that maintains an efficient paramedic service that is responsive to the evolving community needs; the requirements of the MOHLTC; other city divisions; and the stakeholders that have an interest with these functions:

- Paramedic emergency response, emergency health care, and transport medicine.
- Dedicated Offload (DO) RN program including but not limited to; ensuring the hospitals are maintain DO RN staffing levels, fulfilling all other contractual obligations, that the funding is allocated as per the hospital and MOHLTC contracts; and, that the invoicing is completed in timely manner consistent with appropriate business practices. Concurrently, lead and manage the offload obligations of the paramedic service to contain the in-hospital time to appropriate intervals.
- MOHLTC CACC (ambulance dispatch) support service in deploying and dispatching the paramedic service in accordance with agreed to inter-agency policies and manage the paramedic service to meet the city's obligation to achieve effective deployment.
- Vehicle and station maintenance coordinated with fleet services (HES) and city facilities.
- Health and Safety program
- ASMP, attendance management, Return to work; wellness initiatives; disability management
- Professional standards including investigation management coordinated as required with the City Risk Management and Legal Services, Labour Relations, and MOHLTC and the Base Hospital
- Continuous quality improvement program including data collection, analysis and benchmarking in coordination as required by regulation with the MOHLTC assigned Base Hospital
- OPSEU labour relations coordinated with assigned city labour relations officer

## **QUALIFICATIONS**

1. Previous successful experience managing operational units, ideally emergency medical or paramedic service.
2. Proven competence in time management, interpersonal skills, excellent written and verbal communication skills including presentations, negotiations, and developing and maintaining positive internal and external

relationships; analytical skills, conflict resolution, deployment process and emergency communication systems.

3. A University degree in a Health Services discipline or equivalent combination of education and related work experience as a Health Care Provider with progressively responsible management experience preferably in emergency health services.
4. Minimum of Advanced EMCA (Emergency Medical Care Assistant) certification or equivalent with preference to provincially recognized Advanced Care Paramedic or equivalent (CMA Level III).
5. Emergency Planning Courses and Basic Certification in Health and Safety.
6. Comprehensive knowledge of paramedics and emergency health services and general knowledge of emergency communications in the provision of health care.
7. Working knowledge of all applicable Acts and Regulations regarding Emergency Health Services in Ontario.
8. Demonstrated ability to direct the delivery of public services making use of comprehensive management and leadership skills complemented by an innovative and results-oriented approach.
9. Demonstrated ability to motivate staff and foster a co-operative and harmonious team environment.
10. Demonstrated ability to exercise superior judgement, tact and discretion in dealing with sensitive and complex situations.
11. Computer literacy in a Windows environment utilizing Microsoft Office applications; word processing, spreadsheets and presentation software.
12. Working knowledge and experience with budget process and control.
13. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position.
14. Will be required to work shift and business week subject to service needs.
15. Required to maintain a minimum of Primary Care Paramedic certification as determined in accordance with Regulations pursuant to the Ambulance Act.
16. On call rotation is required.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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