

# CITY OF HAMILTON

## HEALTHY & SAFE COMMUNITIES DEPARTMENT

### (HAMILTON PARAMEDIC SERVICE - LOCATION – 1227 STONE CHURCH ROAD EAST)

#### EXECUTIVE MANAGER, PARAMEDIC SERVICE

#### SUMMARY OF DUTIES

Reporting to the Director/Chief, Hamilton Paramedic Service, the Executive Manager, Paramedic Service is responsible to:

- manage an effective and efficient paramedic service support operation;
- lead, administer, support and inspire subordinate staff;
- ensure that all aspects of service support operations comply with established acts, regulations, standards and policies; and,
- manage and/or oversee divisional support programs and/or portfolios including: Vehicle and Equipment life-cycle management (requirements definition, procurement, inspection, maintenance and disposal), operating and capital budget administration, Information Systems and data management, physical plant/facilities management and logistics and support systems analysis and development.

Participate in departmental emergency preparedness planning, development and training. Respond to all municipal emergencies as required.

#### GENERAL DUTIES

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

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

Manage or ensure provision of all required procurement and disposal activities in cooperation with corporate procurement staff and in accordance with all required policies and budgetary processes.

Lead and manage the ongoing activities of assigned staff by delegating responsibilities and accountabilities, monitoring and evaluating performance and encouraging and enabling continuous improvement.

Ensure timely and quality completion of inquiries and other tasks 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 at Inquiries, Tribunals, Grievances and other proceedings as required.

Directly support and develop the utilization across divisional and other cross function teams of LEAN or Six Sigma processes to systematically develop improvement processes and quality.

Draft and review documents and correspondence including analyses, evaluations, reports, procurement instruments,

technical specifications, policies and procedural guidance for the MOHLTC, Council, other Departments, staff, external agencies, vendors and other organizations.

Analyze, recommend and implement innovative cost effective strategies to deliver quality services in assigned functions including but not limited to opportunities associated with medical services, support activities, 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, including oversight and development of key performance indicators across all service areas to ensure all legal obligations and operational requirements are met. Take corrective action as required.

Support the development, administration, and monitoring of 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.

Coordinate responsibility and accountability for any corporate shared services including budget allocation review and adjustment reflective of changing demand, service requirements, or activity levels.

Monitor and evaluate individual staff performance, and providing support and guidance for staff development, continuous improvement and succession planning.

Coordinate response operations and support activities at significant events as necessary.

Participate in a 24 hour / 7 day on-call rotation with the other management team members and act as Service Duty Officer in the Emergency Operations Centre.

Plan, liaise, and provide back-up support to the other members of the Divisional and Departmental Management Teams.

Participate in Divisional and Departmental emergency preparedness planning, development and training. Respond to all municipal emergencies as required.

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

### **OPERATIONAL LOGISTICS, CONTINUOUS QUALITY IMPROVEMENT & PROFESSIONAL STANDARDS**

Continuously review, refine, manage and coordinate for the division the listed programs in this section 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.

- Asset management, maintenance & procurement of equipment and supplies to support EMS activities including but not limited to stretchers, defibrillators, linen, uniforms; etc. and MOHLTC assets (i.e. Pagers, portable radios, cell phones, etc.)
- Staff scheduling;
- 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 support activities for operational entities, ideally for Paramedic or allied Emergency Services.

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 related discipline such as Business, Accounting/Financial Management, Logistics or equivalent combination of education and related work experience, with progressively responsible management experience preferably in emergency services. Professional designation (P Log, CA, CGA, CMA) an asset.
4. Emergency Planning Courses and Basic Certification in Health and Safety.
5. General knowledge of paramedics and emergency health services and emergency communications in the provision of health care.
6. Working knowledge of all applicable Acts and Regulations regarding Emergency Health Services in Ontario.
7. 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.
8. Demonstrated ability to motivate staff and foster a co-operative and harmonious team environment.
9. Demonstrated ability to exercise superior judgement, tact and discretion in dealing with sensitive and complex situations.
10. Proficient computer skills for the utilization of standard Microsoft Office products at an advanced level. Demonstrated ability to use MS Project, MS Access and Visio would be an asset.
11. Comprehensive knowledge and demonstrable experience with budget process and control.
12. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position.
13. May be required to adjust shift and business week timings subject to service needs.
14. Successful completion of Vulnerable Sector Search in accordance with Ministry of Health requirements
15. Possess, or ability to obtain, a Class "F" drivers licence or equivalent with a satisfactory driving record as demonstrated through abstract search
16. Possess, or ability to obtain, a current CPR Health Care Provider certificate and a current First Aid training certificate
17. 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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