

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(HAMILTON PARAMEDIC SERVICE DIVISION – OPERATIONS - LOCATION – 489 VICTORIA STREET N.)

SUPERVISOR, HAMILTON PARAMEDIC SERVICE (HPS) – CUPE 1041

SUMMARY OF DUTIES

Reporting to the Program Manager/Commander, the Supervisor, Hamilton Paramedic Service (HPS) is responsible for the supervision of HPS (Hamilton Paramedic Service) paramedics and the operation of facilities and equipment. In addition, the supervisor educates and provides front line service as required by service demands. The Supervisor, HPS is expected to perform work in Operations, Logistics, and or Professional Development as assigned.

GENERAL DUTIES

Supervises the ongoing activities of the squad(s) in accordance with all applicable regulations and standards and City and department policies, vision, mission and values.

Assigns work, supervises and coaches paramedics to maximize effectiveness and efficiency of the HPS EMS.

Monitors and evaluates paramedic performance and provides support and coaching for staff development.

Develops and delivers education to primary and advanced care paramedics, and management in subject matter including pre-hospital medicine and other applicable EMS industry and general business content.

Facilitates Base Hospital and Ministry of Health education as assigned.

Performs audits to measure learning needs, outcomes and terminal competencies are met by HPS paramedics.

Supervises the attendance management program, conducts field evaluations, performance appraisals and investigations.

Participates in grievances and discipline processes as assigned.

Ensures safe work practices in accordance with all applicable regulations.

Responds to calls to supervise the incident site.

Based on service demands responds as a paramedic.

Ensures assigned facilities, equipment and vehicles are maintained and general supplies and vehicle supplies are safeguarded and maintained at proper levels.

Assists in the maintenance of training records as assigned.

Facilitates preceptorships as assigned.

Conducts and or participates in staff recruitment and orientation as assigned.

Coordinates and conducts public education and public relations as assigned.

Maintains positive internal and external relations with all related city departments, Ministry of Health, CACC, Ministry of Health Local Field Office and Central Office, Fire and Police Services, hospitals, community colleges and other such agencies.

Represents the Department on committees and work groups as assigned.

Participates in the monitoring of applicable operating and capital budget items for the assigned squad, station and equipment in accordance with established corporate and departmental procedures. Recommends future budget appropriations.

Plans and liaises with Hamilton Paramedic Service Management Team as required.

Recommends and assists in the implementation of new EMS programs to keep pace with evolving community needs.

Advises on operational and administrative policies and procedures to ensure effective and efficient delivery of EMS.

Participates in research, development and evaluation of medical devices, practices and procedures as assigned.

Maintains up to date knowledge of trends and developments affecting all areas of supervisory responsibility and emergency medical services.

Assists with the disaster/contingency plans and departmental response.

Provides back up for the Program Manager/Commander and Managers during absences as assigned.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the position.

QUALIFICATIONS

1. Qualifications to practice in the Province of Ontario as an Advanced Care Paramedic (CMA III) or as a Primary Care Paramedic would be considered as the minimum.
2. Preference will be given to candidates with Advanced Care Paramedic credentials
3. Substantial experience in an emergency services supervisory position and knowledge normally acquired through the completion of a University degree in a Health Service discipline or an equivalent combination of education and experience.
4. Thorough working knowledge of all practices and procedures related to the effective operation of ambulance units including emergency planning, emergency resource deployment, continuous quality improvement processes.
5. Working knowledge of the legislation, regulations and standards applicable to land ambulance services in Ontario.

6. Demonstrated competence in co-ordinating and delivering adult training programs normally acquired through the completion of a related University degree or College certificate or an equivalent combination of education and experience. Demonstrated ability to research, analyze and design training programs.
7. Excellent interpersonal, organizational, time management, negotiation, report writing and presentation skills required, including oral and written communication skills.
8. Demonstrated ability to efficiently handle daily labour relations.
9. Knowledge of budget process and budget control.
10. Demonstrated ability to motivate staff and foster co-operative and harmonious team environment.
11. Computer literacy in a Windows environment utilizing Microsoft Office software, including but not limited to intermediate knowledge of PowerPoint, Excel, Word, Microsoft Outlook.
12. Proven ability to exercise sound judgement in emergency situations.
13. Working knowledge of current methods, techniques and theories used in performance based emergency medical services, emergency communications and disaster response.
14. Must possess a Class "F" Driver's Licence in good standing, maintain Base Hospital certification and all applicable immunizations.
15. Work outside regular business hours as assigned.
16. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.

THIS POSITION REQUIRES A VALID CLASS "F" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

NOTE 1:

These positions involve a combination of shift schedules, which may include but are not limited to, a 24/7 shift cycle, or a 12/7 as assigned.

NOTE 2:

As a condition of employment, the successful applicant(s) will be required to obtain a Police Vulnerable Sector Check, at their own expense, satisfactory to the City of Hamilton, prior to beginning work in this position.

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