

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT (EMERGENCY MEDICAL SERVICES – LOCATION – 55 KING WILLIAM ST.)

DIRECTOR/CHIEF, PARAMEDIC SERVICES

SUMMARY OF DUTIES

Reporting to the General Manager Community & Emergency Services, provide strategic leadership, through subordinate management, to a multi-functional workforce engaged in delivery of services to the public. Recommends broad policies and long range strategies in the delivery of services to meet mandated goals and objectives.

Accountable for establishing and achieving departmental goals and objectives through the effective and efficient use of financial and staff resources. Uses a "best practices" approach in developing and delivering quality services in a timely and cost effective manner. Instils a customer services focus in the department.

Evaluates and reports on the department's service, financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

An operational planner assessing current and future emergency service needs. Plans and directs training and education needs, ambulance emergency response, and on-site emergency health needs within the parameters of the Ambulance Act.

GENERAL DUTIES

Direct and manage the daily administrative and operational responsibilities of the Ambulance Division by ensuring all activities within the Division are conducted in accordance with Corporate/Departmental policies and service standards.

Represent the Ambulance Service/City of Hamilton with other levels of government, agencies, private sector and community organizations as authorized including after hours meetings and functions.

Participate on Corporate Task Forces and adhoc groups/committees formed to resolve specific issues or projects as assigned.

Respond to major emergencies on a 24-hour basis and provide support services to the Incident Commander and may assume command if required. Provide media liaison and be the official spokesperson for the Division.

Assist the Director of Fire Operations/Deputy as required.

Develop multi-year implementation plans for new and existing service.

Continually review services delivered and identify potential areas for alternate service delivery opportunities.

Administer, co-ordinate and direct the ongoing activities of the Division by delegating and assigning work to ensure maximum utilization of human resources. Monitor and evaluate individual staff performance; providing support and guidance for staff development as required.

Administer and enforce policies, procedures and practices for the Division to achieve the desired results.

Review and recommend revisions to Hamilton Emergency Services Policies and Procedures and develop Departmental Standard Operating Procedures.

Confer with the General Manager and other Departmental Managers in the creation of policies.

Promote, encourage and engage in partnerships with outside groups and agencies to advance mutual objectives regarding ambulance services.

Responsible for short and long-range planning of the Ambulance Division.

Prepare presentations, reports and recommendations and attend meetings of Standing Committees, Council, public meetings and community organizations to inform on on-going departmental matters.

Assist in the preparation, administration and monitoring of the Department's Current and Capital Budgets.

Responsible for hiring, firing, disciplining, motivating, evaluating and training of all the staff resources.

Co-ordinate the attendance management policy for the Division.

Provide support to the City of Hamilton Emergency Control Group as needed.

Manage Divisional projects. Co-ordinate the planning, research and development of special projects.

Participate as management representation on Hiring Boards, Promotional Boards, Safety Committee and Labour Management Committee as required.

Ensure facilities, materials, and equipment comply with Health and Safety Standards.

Investigate injuries to personnel.

Identify needs for new equipment and facilities to meet goals.

Provide strong strategic, as well as, long-term budget directions.

Act on behalf of the General Manager during his/her absence.

Perform such other duties, as may be assigned, which are directly related to the normal job function.

QUALIFICATIONS

1. Proven knowledge of management principles, practices and theories in the direct delivery of ambulance services normally acquired by obtaining a diploma or degree in a related discipline combined with extensive senior management experience in the execution and management of Emergency Medical Services projects and services.
2. Emergency planning and preparedness training preferred.
3. Must be competent in the use of all equipment and techniques utilized at emergency responses.
4. Highly developed analytical and business planning skills with a proven track record for long-term visioning and big-picture thinking.
5. Highly developed ability to articulate a vision, to lead and inspire others.
6. Highly effective leadership, facilitation, communication, interpersonal and organizational skills in a predominately unionized environment.
7. Must be a strong communicator, both verbally and in writing.

8. Demonstrated experience in the design and delivery of customer focused programs and services.
9. Demonstrated ability to deal effectively with elected officials, other government officials, management, union representatives, peers, staff and the general public.
10. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the Division/Section. Must possess a working knowledge of the Ambulance Act and Health & Safety Act.
11. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position.
12. Must possess strong work ethics and professional competency.
13. Must possess the physical capabilities to respond to emergencies and work on emergency scenes.
14. Thorough knowledge of collective bargaining process is required.
15. Effectively facilitate grievance procedures.
16. Ability to participate in Corporate Task Forces and adhoc work groups/committees as required.
17. Budget preparation and budget management.
18. Working knowledge of computer software applications.
19. Proven ability to effectively negotiate complex agreements and excellent facilitation skills in order to build consensus.