

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT (HAMILTON PARAMEDIC SERVICE – OPERATIONS - LOCATION – TBD)

### PROGRAM MANAGER/COMMANDER (OPERATIONS, QUALITY IMPROVEMENT AND REGULATORY AFFAIRS (QIRA), MOBILE INTEGRATED HEALTH (MIH), OR LOGISTICS & SUPPORT)

#### SUMMARY OF DUTIES

Reporting to a Paramedic Deputy Chief or Executive Manager, and with a primary focus in one of the specific program areas and a secondary supporting role in the other program areas, the Program Manager/Commander is responsible for direct supervision of the paramedic service Supervisors/Superintendents, support staff and indirect supervision of paramedics; managing investigations and ensuring regulatory compliance; delivery of paramedic services including all related aspects of the staff, assets, health and safety, deployment, labour relations, emergency planning, community paramedicine and health integration activities, and managing all assigned projects.

The designated specific program area positions are intended to be interchangeable with expected rotation of incumbents through the various roles as needed by the organization and the individuals to enhance broader knowledge, develop and hone skills, and support succession planning activities.

#### GENERAL DUTIES

The Program Manager/Commander facilitates a consistent and accountable link between their assigned section and the division, other City departments and the public.

Manages with the assistance of Paramedic Service Supervisors/Superintendents the completion of reports required by the provincial and regional governments; ensures that they are completed and submitted within the required time frames.

Represents Hamilton Paramedic Service in matters of litigation, arbitration, inquests and other legal matters as required from time to time.

Assists in the development of divisional policies and procedures that are consistent with the requirements of the Ambulance Act, its Regulations and COH Policies, to maintain the division as a leader in pre-hospital care while addressing the needs of the paramedic staff.

Promotes and maintains a healthy and safe work environment, consistent with corporate policy and the *Occupational Health and Safety Act*.

#### MAJOR RESPONSIBILITIES

##### **System Operations Management**

Provides leadership to Supervisor/Superintendent and paramedic performance in the Operations Section by monitoring and adjusting the following, while complying with all related legislation, regulations and applicable policies governing paramedic services:

- Operational resources including staffing
- Deployment
- Staffing resources
- Hospital off-load delays (OLD)
- Logistical issues involving equipment, vehicles and facilities
- Emergency preparedness and contingency plans

May serve as incident commander during major public events and/or emergency situations. At scenes that have a medical focus, assumes command and provides direction to police, fire and other agencies while managing media and the general public.

Ensures mental health resources are appropriately made available to both supervisor/superintendent, paramedic and other staff

Communicates with City of Hamilton (COH) labour relations specialists and labour unions, to resolve matters involving collective bargaining agreement (CBA) language.

Participates in public relations and media events pertaining to the division. Establishes and maintains a good liaison with allied agencies, governments (municipal, regional, provincial and federal), public and general interest groups.

Maintains paramedic certification and as required in extenuating circumstances, performs duties as a qualified paramedic as part of the emergency medical services response team and as part of the deployment and utilization strategy.

### **Quality Improvement & Regulatory Affairs**

Provides leadership to Supervisor/Superintendent and paramedic performance in the Performance and Development Section, by monitoring and adjusting the following, while complying with all related legislation, regulations and applicable policies governing paramedic services:

- Recruitment, orientation and retention strategies
- Clinical education and professional development
- Program development and media relations

Provides leadership and coordinates timely quality reviews for concerns regarding paramedic or supervisory performance. Assisted by the Supervisor/Superintendent and other staff, the Commander identifies and analyses concerns from staff, the public, allied agencies, etc. by utilizing an Incident Analysis framework and constructs strategies to address system and behavioral issues.

Provides leadership, motivates, and mentors staff, ensuring effective teamwork, high standards of work quality and organizational performance, continuous learning and encourages innovation in others.

Develops and monitors the progress of supervisors' performance and development plans. Encourages and maintains good morale by ensuring that performance appraisals, communication of customer commendations and special awards of recognition are completed in a timely fashion.

Ensures supervisory staff and paramedics perform medical duties in accordance with Ministry of Health (MOH) and Base Hospital standards of care.

Ensures that all regional, divisional and MOH & LTC policies, procedures and contingency plans are effectively communicated to all supervisory and paramedic staff, and that the policies and procedures are understood and adhered to.

### **Mobile Integrated Health (MIH)**

Provides oversight and maintenance of approved MIH programs within prescribed financial parameters including community paramedicine, remote patient monitoring, immunization, health care testing (such as COVID), the Social Navigator Program, and other programs which may be approved.

Develops proposals for new MIH activities that will support the Divisional goals of appropriate reduction of 9-1-1 responses in a sustainable and approved manner in combination with the overall City of Hamilton goals of equity, inclusion, and health.

Implements new MIH programs in a systematic fashion in accordance with collective agreement requirements, corporate policies, and financial requirements.

Ensures the quality of care provided by paramedics working within the MIH program meets the program requirements.

Establishes and maintains a good working relationship with community partners on behalf of the service and provides advice to the Chief and/or Deputy Chief with respect to opportunities and needs related to health integration activities.

Participates on corporate, regional, or provincial committees related to MIH activities as may be assigned.

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 responsibilities of the position.

### **QUALIFICATIONS**

1. A related University degree or equivalent combination of education and relevant work experience as a Health Care Provider with progressively responsible management experience preferably in Emergency Health Services.
2. Progressively responsible management experience, ideally paramedic services and in a unionized environment.
3. Meet applicable MOH requirements under the Ambulance Act, to work as a primary/advance or critical care paramedic in Ontario. Will be able to be certified by the Regional Base Hospital (RBH) within 90 days of being hired and to maintain such certification.
4. Must possess and maintain a valid Class "F" Driver's License.
5. Demonstrated ability to motivate staff and foster a co-operative and harmonious team environment.
6. Working knowledge of all applicable acts, regulations and standards regarding that impact paramedic services in Ontario.
7. Working knowledge of Emergency Health Services, emergency communications and the provision of health care.
8. Working knowledge of integrated health systems that include alternate models of care, alternate care pathways and dispatch integration
9. Demonstrated knowledge and understanding of the principles and practices of a high-performance paramedic systems.
10. Proven competence in time management, interpersonal skills, excellent written and verbal communication skills including negotiations, developing and maintaining positive internal and external relationships, analytical skills, conflict resolution, deployment process and emergency communication systems.

11. Demonstrated ability to direct the delivery of services to the public making use of broad management and strong leadership skills complemented by an innovative and results-oriented approach.
12. Demonstrated ability to exercise superior judgement, tact and discretion in dealing with sensitive and complex, time sensitive situations in a constantly changing environment.
13. Demonstrated ability to work independently with limited supervision.
14. Possess highly developed skills to effectively handle day to day labour relations issues.
15. Computer literacy in a Windows environment utilizing Microsoft Office applications; word processing and spreadsheets.
16. Working knowledge and experience with budget process and control.
17. Will be required to work shifts subject to service needs.
18. On call rotation is required.

**NOTE 1:**

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

**NOTE 2:**

A written or practical test may be required as part of the selection process.

**NOTE 3:**

The 42-hour work week involves a combination of shift schedules which may include but not limited to a 24/7 shift cycle, or a 5/8.4 cycle as assigned.

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

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