

JOB DESCRIPTION

JOB TITLE	Paramedic Superintendent
DEPARTMENT / PROGRAM AREA	Paramedic Services
REPORTING TO	Deputy Chief of Paramedic Services
EFFECTIVE DATE	March 2022
SALARY	Band 6

JOB SUMMARY

Under the general direction of the Paramedic Services Chief, the Paramedic Superintendent is responsible for oversight of the ongoing daily deployment and operations to ensure that structure, programs, systems and processes comply with all requirements set out in legislation, policy and procedure, and standards for Paramedic Services, while coordinating operational support for the organization and allied partners.

This position plays a key role as part of the overall management team and in ongoing development of this service. Primary responsibilities include but are not limited to; maintaining operational functions; maintaining material and human resources; supervision of staff; ensuring legislative and policy/procedure compliance; fleet management; engagement in the ongoing education of personnel; quality assurance of regulatory and operational programs; and management of any requisite non-urgent transfer workload such that exists.

Paramedic Superintendents are required to work a revolving schedule of both day shifts and night shifts designed to ensure on site supervision twenty-four hours daily.

JOB DUTIES AND RESPONSIBILITIES

Emergency Medical Services Operations Management:

- Regularly attend and inspect each Paramedic Station and as necessary Emergency First Response Team locations;
- Investigate and report all collisions, incidents and events involving DNSSAB fleet as per legislative and policy requirements;
- As a quality measure, ensure the maintenance of equipment and vehicles is performed, including actions to work with logistics staff to ensure compliance with mandated or manufacturer's requirements;
- Provide incident command oversight, and support to paramedics;
- First respond and provide patient care within scope of practice when required;

- Participate in the development and implementation of operational and organizational goals, objectives and performance standards pertaining to all aspects of the service role;
- Initiate investigations and assist Professional Standards personnel with all investigations;
- Assist with the development, implementation, and regular review of policies and procedures as they pertain to the organization;
- Monitor and assess the quality of patient care, associated call report/Incident Report documentation and identify discrepancies from legislation and policy for remediation;
- Assist the organization to ensure all requisite documentation is completed in accordance with legislation and policy;
- Maintain communication capacity with the MOH, CACC, including changes to deployment and integration of any non-urgent options for service delivery;
- Address immediate health and safety concerns, and report issues to the Deputy Chief(s). Provide a level of authority in both urgent and non-urgent situations;
- Maintain Incident Management System (MIS) certification as deemed necessary by employer;
- Perform necessary on call duties to ensure operational efficacy as required.

Human Resources Management:

- Monitor and manage all paramedic staffing profiles to ensure established deployment plans are maintained;
- Assist senior personnel to develop and implement policy and procedure for Paramedic Services, to ensure efficient service provision;
- Manage performance of subordinate personnel and act to remediate any deficiencies. Such action includes the management of complaints and Stage 1 grievances, while assisting the organization with investigations to address grievances at other stages.
- Identify staff development opportunities and education potentials, while participating in education/remediation programs for both subordinate staff, peers and allied agencies;
- Assist in the evaluating the need for, and issuance of both discipline and non-disciplinary processes;
- Prepare and deliver performance evaluations for subordinate staff. Complete regular assessment “crew checks” of deployed paramedics, while documenting findings in accordance with established programs and processes;
- Manage any internal or external conflict surrounding service delivery, or operational oversight. Liaison between Paramedics and stakeholders;
- Act as a member of the hiring/orientation committee for the service.

Professional Standards and Planning

- Monitor and provide the organization with necessary support regarding staff qualifications to ensure legislated compliance;
- Report discrepancies in staff qualifications to the Deputy Chief(s), where such discrepancies can't be remedied;
- Ensure that fleet and equipment adhere to and are not modified from either regulatory or manufacturer's requirements;
- Performance preventative maintenance duties where certified/authorized to do so;
- Maintain continuous operational awareness, and communicate with CACC to ensure that the compliment of strength and adherence with the organization's deployment strategy;
- Review reports, studies, publications and other sources of information to remain current in principles, practices and new developments in the paramedic profession;
- Attending meetings, conferences, seminars etc. as required to improve professional leadership capacity;
- Assist with the selection, procurement, maintenance and de-commissioning of material resources.

Communications and Interaction

- Establish and maintain effective working relationships with stakeholders and community partners to ensure benefit for the department and the DNSSAB;
- Exercise sound judgement in all internal and external interactions;
- Access appropriate resources/supports to make recommendations to management affecting the service, DNSSAB and the community;
- Promote mission, vision and values set out by both the service and DNSSAB, by exercising the highest code of ethics.

As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.

QUALIFICATIONS

- Graduate of a Canadian accredited AEMCA Program (Advanced Emergency Medical Care Assistant);
- Advanced Care or Critical Care Certification considered an asset;
- Registered in good standing Advanced Emergency Medical Care Assistant (AEMCA);
- Minimum two (2) years supervisory experience in a Paramedic service;
- Must possess and maintain a Primary Care Paramedic (PCP) Certification or higher through a Provincially Designated Base Hospital;
- Maintain compliance with all regulatory requirements for employment as a paramedic in the Province of Ontario;
- Possess management competencies including results focused, human resources management, leadership, decision making, sound judgement, professionalism and job knowledge;
- Possess excellent oral and written communication and interpersonal skills with the ability to establish and maintain effective working relationships with stakeholders/community partners;
- Knowledge of Microsoft Office suite of programs is required;
- Fluently bilingual in both French and English is considered an asset;
- Valid Ontario Driver's license permitting operation of an ambulance (class F minimum), including insurance on a personal vehicle for employment related use.