

Position Title: Paramedic Supervisor

Department: Paramedic Services

Reports To: Deputy Chiefs

Purpose

Responsible to provide day to day supervision of all paramedics, and to ensure the provision and maintenance of an effective and cost-efficient ambulance service throughout the County of Grey with respect to the administrative and operational aspects of the service. Is a strong team player that is an effective member of the PS management team, fostering a co-operative team environment and coaching staff to their highest practical standard.

Responsibilities

Paramedic Staff

- Supervises paramedic staff for an efficient and effective day-to-day provision of Paramedic Service (PS); ensuring compliance with the Grey County PS Operational policies, County of Grey's various policies covering Health and safety, Harassment and/or Discrimination, General Corporate Policies
- Knowledge and skill of unionized paramedic staff contract
- Set direction for the paramedics – ensure regular and consistent communications occur
- Overseeing and monitoring clinical performance of paramedics with on scene evaluations and auditing
- Complete performance appraisals for all paramedic staff
- Monitoring operational policy and procedures; effectively communicating to paramedic staff new changes and ensure they are understood and followed
- Complete ACR audits and review and sign off on incident reports

General

- Is a strong team player, able to be an effective member of the PS management team in motivating and coaching staff to their highest practical standard; to ensure the provision of an efficient ambulance service
- Working with CACC to maintain balanced emergency coverage and the deployment plan throughout the County of Grey
- Ensuring that all required shifts are filled to prevent the downstaffing of vehicles during non-office hours

- Monitors vehicles, ambulance base facilities and equipment to ensure safety, cleanliness, and neatness; coordinate vehicle maintenance and ensure adequate stock and supplies are available
- Performing patient care duties and responding to ambulance calls as required as a first response unit including patient assessment, treatment and monitoring tasks, which includes controlled medical acts in accordance with the Ambulance Act, Ontario Regulation 257/00, Patient Care and Transportation Standards and Communicable Disease Standards
- Ensures compliance of effective programs through training, development, implementation and monitoring of:
 - Stretchers – maintenance and repairs and tracking of
 - Defibrillators – maintenance and repairs and tracking of
 - Oxygen - maintenance and repairs and tracking of
 - Rope Rescue - purchase and maintenance of rope rescue gear and specialized rope rescue team training and renewal of skillset.
 - New Hire Driver Training – training of new paramedic staff and remedial training of current paramedic staff
 - Uniforms - RFP process and purchasing of uniforms for all paramedic and management staff
 - Health and Safety – participating as a member of JHSC
- Compliance with Ministry of Health service review requirements
- Investigating unusual occurrences, complaints, accidents, fleet accidents, and taking appropriate action
- Ensuring confidential information is not released unless proper authorization has first been obtained

Community Paramedics and Community Programs

- Provide Supervisor oversight and coordination of the Community Paramedics and Vulnerable Patient Navigator, on a daily, per shift basis
- Required to fulfill vacancies in Community Paramedic shifts, to eliminate downstaffing
- Provide support and coordination of community programs
- Liaison with local and remote agencies to provide program development, training, implementation, and oversight

Other

- Administrative support for Deputy Chiefs including project assignments, Operations and Quality Assurance related tasks
- Establishing disaster control (for ambulance service) in the County of Grey in the event of natural or man-made disasters. Also responsible for following Multi Casualty incident policies in the event of natural or man-made disasters
- Establishing incident command and directing paramedics and allied agencies during

multi-ambulance responses

- Completing and/or directing completion and submission of daily, special and periodic reports as required
- Coordination and direction of public events and public relations where paramedics are requested
- Responsible for attending Emergency Measure meetings in the County and the Municipalities
- Establishing good relationships with allied agencies and the public in general
- Attending meetings, conferences, seminars etc. as required in order to improve and/or upgrade skills as they pertain to the job description
- Responsible as Supervisor and employee for Occupational Health and Safety

Working Conditions

Usual hours of work are a forty-two (42) per week. This position is required to be on a 24 hours / 7 days a week rotating status. Overtime can be expected to deal with normal operational and statutory deadlines, emergencies, and peak periods.

When emergencies and disasters occur, the incumbent is available at all hours to fulfil added responsibilities and to exercise a proper leadership influence. Responsible for Admin on Call 7- 9 weeks per year.

Contacts

Internal Working Relationships

The Chief of Paramedic Services, Deputy Chiefs of Operations, and Quality Assurance and Community Programs, other County Employees, Management and employees within the Corporation, Union representatives, Long Term Care service providers.

External Working Relationships

Ministry of Health officials, Paramedic Associations, Base Hospital staff, other first response agencies, other paramedic providers, fire service providers, hospitals, Central Ambulance Communications Centre staff, Police and other related Emergency Health Services.

Knowledge and Skill

- Minimum certification as a Primary Care Paramedic as per the Ambulance Act of Ontario.
- Minimum of five (5) years ambulance related experience
- Certified in IV therapy
- Trained / Certified in the scope of a Community Paramedic
- Certified in Level 1 (NFPA) Rope Rescue
- Previous Supervisory experience in the ambulance sector preferred
- Related educational certificates preferred
- Strong organization and negotiation skills
- Effective oral and written communication skills
- Strong background in (Microsoft) computer skills and capabilities
- Working knowledge of collective agreement

Impact of Error

Poor strategic planning and decision-making may lead to inefficient and/or ineffective operations, possibly resulting in loss of life or delay in patient care resulting in further injury.

Ineffective or inefficient operations may result in decreased public respect and faith in Emergency Medical Services and County functions as a whole.