



JOB DESCRIPTION

SUPERINTENDENT

POSITION SYNOPSIS AND PURPOSE:

Reporting to the Deputy Chiefs, and as part of the management team, the Superintendent will provide leadership and support to the day-to-day operations of paramedic staff, fleet, and delivery of patient care through ongoing leadership for the Paramedic Service. Performs the duties and upholds the principles of sound Quality Improvement, Logistical and Operational management.

MAJOR RESPONSIBILITIES

Description	Approx. Time Spent (%)
<p>Paramedic Supervision</p> <ul style="list-style-type: none"> • Lead, support and evaluate assigned paramedic staff in the delivery of care while ensuring compliance with current Basic Life Support Patient Care standards (BLS PCS), clinical directives, and County policy. • Monitor and evaluate Paramedic skills, performance and documentation through direct observation and review of the electronic patient care record (ePCR) database and reports any major or critical errors to the Deputy chief of QA & Education. • Through clinical observation and skill assessments determine training and development needs of paramedic staff, conduct field evaluation and training, provide mentoring and proctorship as required. • Manage design, delivery, monitoring and evaluation of Paramedic training, professional development, and education activities. • Establish and maintain strategic relationships with internal and external stakeholder groups and individuals to enable ongoing communications and education related to the provision of patient care. • Provide scene management and interagency coordination in multiple casualty incidents as well as provide first response. • Responsible for records and information management process implementation and ongoing accuracy of highly confidential materials consistent with County policy, Ministry of Health legislation and MFIPPA. • Develops and delivers orientation process and monitors newly hired Paramedics. • Monitoring of staff base duties and documentation completion • Monitor vehicles and staff readiness for service. • Provides first response and patient care as needed to assist front line paramedics. 	60%
Quality Assurance and Operations	40%

<ul style="list-style-type: none"> • Ensure equipment and supplies are appropriate and available for crews; by identifying operational systems and other related issues, initiating solutions, or making recommendations to the appropriate Deputy Chief. • Report and document operational activities and provide input to the senior management team on strategies and procedures to enhance and implement an outcome-based performance system. • Provides logistical leadership to the management team including the acquisition, operation, maintenance, repair and replacement of the equipment, fleet, personal protective equipment and supplies. • Monitors the various day-to-day performance standard processes to ensure the system is working effectively and efficiently and meets the MOH LTC regulations and standards. • Creates a high-performance environment by setting clear, realistic goals and work plans and providing open and consistent feedback and coaching. • Works to build an inclusive and productive continuous improvement environment that promotes collaboration, teamwork; ensuring performance standards are met. • Regular interaction with CACC, Allied Agencies and hospital to ensure adherence to deployment plan. • Protects own health and safety and the safety of others by adopting safe work practices and reporting unsafe working conditions. Follows all guidelines for employees and employers as legislated under the Ontario Occupational Health and Safety Act. • Monitor staff adherence to policies and procedures. • Consult with Deputy chiefs prior to carrying out any disciplinary actions. • On call duties. • Other duties as assigned. 	
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*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

DECISION MAKING AND INDEPENDENCE

- a) **List up to 3 examples of the types of decisions that are made or issues/situations that are dealt with on a regular basis and how judgement is used to resolve them:**
 1. Responding with Paramedics to calls
 2. Logistics of scene where multiple patients involved
 3. Required Allied Agencies at scenes

- b) **List up to 3 examples of situation or problems that are referred to the supervisor for direction or resolution:**
 1. Identification of major or critical errors & follow up
 2. Staffing performance issues
 3. Deployment plan, development/improvements

REQUIRED TRAINING

- Orientation which includes (all employees)
 - All Corporate Policies/Procedures

- WHMIS GHS Training
- Respect in the Workplace
- MOL Worker H & S Training
- AODA
- Radius software
- Base Hospital
- CPR
- JBS Time Manager Software

MINIMUM QUALIFICATIONS (must have)

a) Education (degree/diploma/certifications)

- AEMCA
- Base Hospital Certification
- F license
- CPR
- Must meet all qualifications as outlines in the Regulations of the Ontario Ambulance Act, O. Reg.257/00 Part III as well as future amendments.

b) Experience

- Minimum 5 years related experience as front-line primary care or Advanced Care Paramedic.
- Previous supervisory experience and an exposure to methodologies utilized in performance-based ambulance systems considered an asset.

c) Knowledge/Skill/Ability

- Knowledge Ambulance Act of Ontario, Ministry of Health and Long Term Care Basic Life Support Patient Care Standards, Advanced Life Support Standards the Highway Traffic Act, Base Hospital Medical Directives, Occupational Health and Safety Act and other relevant legislation, regulations and current practices.
- Knowledge of C.U.P.E. collective agreement (Asset)
- Knowledge of current HCPS policies ad procedures
- Excellent interpersonal skills.
- Excellent communication skills
- Knowledge of the iMedic EMR platform
- Ability to meet physical demands of position
- Satisfactory Criminal Record check and Vulnerable Sector Screening
- Basic computer proficiency using Microsoft Office Suite of products and the ability to use other software applications.

PREFERRED QUALIFICATIONS (asset)

Advanced Care Paramedic (asset)

WORK SETTING

CONTACTS

Frequency Legend
Constant – every day for most of day

Frequent – daily
Regular – weekly
Occasional – bi-weekly to monthly

Contact	Frequency	Nature of Interaction
Chief	Daily	Advise, direction, consultation
Deputy Chiefs	Daily	Advise, consultation, direction, policy
Executive Assistant	Daily	Scheduling, direction, work assignment
Community paramedics	Daily	
Paramedics	Daily	Lead, mentor, reform patient care

WORK CONDITIONS/PHYSICAL/MENTAL EFFORT

Please check off all that apply

Frequency Legend
Constant – every day for most of day
Frequent – daily
Regular – weekly
Occasional – bi-weekly to monthly

1. Hours of Work

12 hour shifts/	<input checked="" type="checkbox"/>
24/7 Rotation	<input checked="" type="checkbox"/>
On-Call	<input checked="" type="checkbox"/>
Over-time (How often? Expand below)	<input type="checkbox"/>

Examples:

2. Work Environment

	Constant	Frequent	Regular	Occasional	Percentage
Indoors	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	50%
Outdoors	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	50%
					=100%
Attend internal/external meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	30%
Time spend travelling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	40%
Frequency of interruptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	20%
Interaction with irate/aggressive clients/customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10%

Examples:

3. Hazards

	Constant	Frequent	Regular	Occasional
Noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dirt, Dust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hazardous chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disagreeable weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Examples:

4. Physical Requirements

	Constant	Frequent	Regular	Occasional
Operating and/or maintaining vehicles and equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> • Standing • Sitting • Walking • Climbing 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Requirement to lift objects (list max weight) 100kg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing and/or pulling objects to complete tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PPE worn on a regular basis (list type):				
<ul style="list-style-type: none"> • mask • eye and head protection • gown and gloves 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Types of tools used (list type):				
<ul style="list-style-type: none"> • computer • medical equipment • cell phone 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> • ambulance equipment 			<input checked="" type="checkbox"/>	

Examples:

5. Mental Requirements

	Constant	Frequent	Regular	Occasional
Requires awareness of surroundings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Visual effort required on a concentrated basis	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement to listen attentively	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Examples:

POSITION CLASSIFICATION

Position Title: Superintendent

Department: EMS

Work Location: Haliburton

Reports to (Direct): Deputy Chiefs

Position(s) Supervised Directly: Front Line Paramedics

Position(s) Supervised Indirectly: Community Paramedics

Effective Date: April 2024

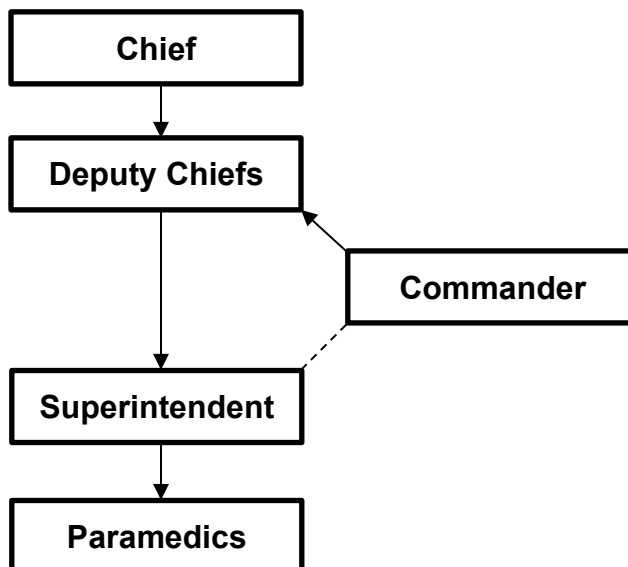
Revision Date:

Salary Range:

Hours Per Week: 40-42 TBD

ORGANIZATIONAL CHART

List the reporting relationship of this position to others within the immediate department.



Note: The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended, nor should it be interpreted as a complete inclusive description.