



# Oneida Nation of the Thames Paramedic Service Job Posting

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**Job Title:** Superintendent, Operations  
**Job Opening ID:** EX-2024-08-29  
**Location:** 2089 Ballpark Rd, Southwold ON  
**Standard Hours:** 84 bi-weekly  
**Post Date:** August 29, 2024

**Job Type:** Non-Union  
**Positions:** 1  
**Regular/Temporary:** Regular  
**Full-Time/Part-Time:** Full-Time  
**Close Date:** September 13, 2024

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## Job Summary

The Operations Superintendent reports to the Chief of Oneida Nation of the Thames Paramedic Service. This position is a full-time, 42 hours per week, position that oversees the daily/shift operations of all paramedic personnel and associated resources.

The Operations Superintendent manages and administers the continuous operations of the front-line staff to ensure efficient and competent service to the public. This position provides consultation and direct advice to both the frontline paramedic staff as well as performs casualty care as part of Emergency Medical Response in accordance with the Ambulance Act, Regulations, and level of certification (Primary or Advanced Care Paramedic).

The Operations Superintendent facilitates seamless emergency response for Oneida Nation of the Thames Paramedic Service by monitoring daily operations, assigning tasks to appropriate staff, vehicles and equipment, evaluating performance and maintaining records. This position ensures compliance with relevant collective agreements, all policies, procedures, operational standards and legislation and required training. The position also ensures compliance with all legislated standards such as, eACR completion, Incident Reports, WSIB, Accident forms, etc.

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## Education and Qualifications

1. Current qualifications as a Primary Care Paramedic (PCP) or Advanced Care Paramedic (ACP) as per the Ambulance Act of Ontario.
2. Ontario Secondary School Diploma or equivalent approved by the Ministry of Education.
3. Ability to read, write, and speak English language fluently.
4. Certification by the SWORBHP in core medical directives and auxiliary medical directives.
5. Current certification in CPR (Basic Rescuer level).
6. Valid and current Ontario Driver's License, Class F minimum.
7. Successful completion of BLS Standards Program.
8. Free of communicable disease as per the Ambulance Service Communicable Disease Standards.
9. Up-to-date immunizations as per the Ambulance Act of Ontario.
10. Successful completion of all MOHLTC Core Mandatory Training to date.

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## Major Responsibilities

1. Responsible for the day-to-day delivery of safe, effective, patient focused ambulance services through the supervision of all paramedic staff.
2. Oversees the service to ensure on-going ambulance station administrative duties to ensure vehicles & base cleanliness, handling staff inquiries and examining equipment and vehicle failure.
3. Responds to all reported vehicle problems, which may require vehicle removal from service, reassignment of staff to another vehicle and coordinating vehicle servicing. Investigates all vehicle/ambulance accidents and documents accordingly. This includes follow-up with employee(s), police agencies, risk management and other relevant parties. This includes investigation of all reports of damage and vandalism and obtaining quotes for vehicle repair, submitting them to the Paramedic Chief.
4. Responsible for inventory control of medical supplies, equipment and ensure the devices are functional and available for placement into service.
5. Responsible for ensuring that all eACR's are completed for all calls as required per the Ministry of Health



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- Ambulance Call Documentation Standards.
6. Responsible for ensuring incident reports are completed as per the Ministry of Health Ambulance Call Report Documentation Standards. All incident reports will be forwarded to the Paramedic Chief, for review and submission to the Ministry of Health Field Office.
  7. Participates in community relations by receiving and investigating complaints from patients, families, and the community. This includes pulling and reviewing all appropriate files and reports and communicating appropriate information to the Paramedic Chief.
  8. Investigate and follow-up on all unusual incidents that occur during the shift for the staff they oversee.
  9. On-going dialogue with the Ambulance Communication Service regarding vehicle movement, assignment of vehicles, coordination of out of area transfers, emergency vehicle coverage, etc.
  10. Monitoring of ambulance radio traffic (i.e., requesting more ambulances), GPS/AVL systems and responding appropriately.
  11. Coordinates and implements replacement of ambulance staff as needed.
  12. Functions in a first response capacity as required.
  13. Review and audit shift envelopes to ensure the integrity and completeness of daily working documents ensuring that all documentation is in compliance with legislated standards.
  14. Ensure paramedic(s) work in compliance with the Occupational Health and Safety regulations, and policies of the Oneida Nation of the Thames Paramedic Service.
  15. Maintain daily shift reports and ensure all information pertaining to assigned shift is passed on to the senior management team.
  16. Monitor staff performance through daily observation and interaction and ensuring completion of all required documentation i.e. eACR, Incident Reports, Shift envelopes etc.
  17. Responsible for the security of the vehicle and equipment throughout each shift as well as security of patients' valuables, eyeglasses, jewelry, and money as well as patient records and medication during patient transports.
  18. Participates in Ministry of Health & Long-Term Care Ambulance Service Review as appropriate.
  19. Participates as a committee member as assigned by management (i.e. Inventory & Equipment Committee, Education Committee, Public Relations & Special Events Committee, Occupational Health & Safety Committee and Contingency Planning Committee).
  20. Responds (as appropriately trained) to media inquiries and relays pertinent information to the necessary contact within the senior management team.
  21. Provide after-hours on-call support (outside of regular working hours) as the Service Duty Officer approx. 2 weeks per 8-week period.
  22. Performs all other relevant duties as assigned.
  23. Advises the Chief, of issues related to the following
    - a) Staffing and other resource requirements for the upcoming year
    - b) Potential budgetary variances due to: excessive overtime assignments, overrun vehicle expenses, etc.
    - c) Accidents, complaints and unusual occurrences
    - d) Facilities and Fleet management requirements and recommendations
    - e) Gaps in the performance of employees or equipment

*Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may perform related duties as assigned by immediate supervisor or designate. Reasonable accommodation may be made to enable individuals with disabilities to perform job duties.*

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## Mandatory Requirements

- Working knowledge of the Ambulance Act, Regulations Standards, and MOH Community Paramedicine Framework.
- Demonstrates leadership, initiative and innovation.
- Must possess strong computer literacy utilizing MS-Office applications and proficient in excel and word processing.
- Must possess strong communication skills and the ability to foster a positive and cooperative working relationship with team members, allied services, and other agencies and the public; and
- Demonstrates strong patient advocacy skills and community engagement.

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## Closing Statement

Applicants interested in this position may submit a cover letter and resume to the Human Resources Department via email at [hr.recruitment@oneida.on.ca](mailto:hr.recruitment@oneida.on.ca) by **September 13th, 2024, no later than 4:00p.m.**

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- Late applications will not be accepted.
  - All applications will be screened according to the above qualifications, including a full and complete application as requested.
  - **Only those selected for interview will be contacted.**
  - A registered member of a First Nation as per Section 16(1) of the Human Rights Act, is preferred.
  - Oneida Nation is committed to workplace diversity and provides accommodations to applicants with disabilities throughout our hiring process. If you require accommodations, please contact Human Resources.
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