



**North Eastman Health Association Inc.
Job Description**

**Emergency Medical Services
Operations Manager**

Position Summary

The Emergency Medical Services Operations Manager is responsible for the management of the ambulance fleet, communications systems, equipment management, the implementation and oversight of EMS educational programs, Alternate Route to Maintenance of Licensure (ARML), and the Medical First Response providers. Through a collaborative process, the EMS Operations Manager functions as part of the EMS Leadership Team.

All duties are performed in accordance with the Emergency Medical Response and Stretcher Transportation Act, The Manitoba Health Emergency Treatment Guidelines, and the North Eastman Health Association policies and procedures. The EMS Operations Manager functions in a manner consistent with, and supports the Mission, Vision & Values of the North Eastman Health Association.

Reports To: Director of Emergency Medical Services

Location: Lac du Bonnet Health Centre

Supervises: Technician
Technician – Paramedic
Technician Intermediate Paramedics
Technician Advanced Paramedics

Union: Non Union

QUALIFICATIONS:

Education and Experience

- Current Licensure from Manitoba Health Emergency Services required.
- Minimum 5 years progressive supervisory experience in administrative management.
- Experience and demonstrated skills in the use of personal computers and computerized software.
- Experience in employee and labor relations.
- Valid Class 4 Drivers License.
- Certificate in Emergency Services Management course preferred.

Knowledge, Skills and Abilities

- Knowledge of regulations governing Emergency Medical Services.
- Ability to communicate effectively verbally and in writing – essential.
- Ability to work independently or with minimal supervision – required.
- Ability to manage and facilitate groups.
- Ability to maintain positive working relationships both internal and external - essential.
- Physical and mental health necessary to meet the demands of the position required.

- Good understanding of Collective Agreements an asset.

POSITION DUTIES AND RESPONSIBILITIES:

- Provides direct or indirect supervision to all EMS staff.
- Acts as Regional On-Call Supervisor on a rotating basis.
- In collaboration with the EMS Administrative Manager, conducts employee Performance Evaluations and Assessments.
- In collaboration with the EMS Administrative Manager, identifies and implements the necessary remedial measures to correct performance or discipline problem.
- Assists in the development, implementation and evaluation of emergency response/disaster plans (community, EMS, and facility) for the region.
- Recommends improvement and/or purchase of new equipment and participates in product evaluation.
- Coordinates repairs to existing communications systems and equipment.
- Makes arrangements for vehicle maintenance and service.
- Monitors service records and reports.
- Coordinates vehicle re-location as required to minimize service suspensions.
- Collects and compiles mileage data for submission to the Vehicle and Equipment Management Agency (VEMA).
- Submits reports to the Vehicle and Equipment Management Agency (VEMA) as required or requested.
- Liaises with the Vehicle and Equipment Management Agency (VEMA) regarding ambulance fleet issues.
- Maintains records of all repairs performed.
- Inspects equipment on an ongoing basis to ensure functionality and effectiveness.
- Acts as a liaison with Medical First Response organizations.
- Coordinates the delivery of EMS educational programs.
- Identifies and works with the EMS Leadership Team to develop training and education plans to address deficiencies, and developmental issues as appropriate.
- Ensures that in-service education is accessible to meet the needs of EMS staff.
- Coordinates ARML training and education sessions.
- Coordinates the development of an annual EMS Regional Training and Education calendar.
- Participates in quality improvement and risk management activities at a regional level as required, including:
 - Completing Occurrence Reports,
 - Completing Workers' Compensation reports,
 - Compiling data for indicator monitoring,
 - Participating on Quality Improvement teams.
 - Participates in QA/QI audits with the Medical Director – EMS.
- Attends committee, management, and staff meetings as required.
- Approves expenditures relevant to areas of responsibility.
- Participates in strategic planning for EMS.
- When so assigned, functions as an alternate for the EMS Administrative Manager or EMS Director in her/his absence.

Workplace Safety and Health

- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

Patient Safety

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.
- Other duties as assigned.

Revised: _____
Date

Approved by: _____
Manager/ Supervisor Date

Approved by: _____
Vice President/ CEO Date

Reviewed by: _____
Director, Human Resources Date