



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

***Emergency Medical Services
Administrative Manager***

Position Summary

The Emergency Medical Services Administrative Manager is responsible for the management of EMS human resources including recruitment; orientation; in-service; and continuing quality improvement; as well as Worker's Compensation issues, Workplace Safety and Health issues, and injury prevention activities. Through a collaborative process, the EMS Administrative 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, policies and procedures, and the Mission Vision, & Values and of the North Eastman Health Association.

Reports To: Director, Emergency Medical Services

Location: Kin Place Primary Health Centre

Supervises:

- Technician
- Technician – Paramedic
- Technician Intermediate Paramedics
- Technician Advanced Paramedics

Union: Non Union

QUALIFICATIONS:

Education and Experience

- Baccalaureate degree or Certificate in Business Administration and/or an acceptable combination of equivalent education and related experience
- Minimum 5 years progressive supervisory experience in administrative management; preferably in the healthcare industry
- Experience and demonstrated skills in the use of personal computers and computerized software
- Experience in employee and labor relations
- Valid Province of Manitoba Driver's license

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.
- Manages human resources, hires and selects staff, including responsibility for interviewing applicants and selecting the successful candidate; has the authority to promote/select for internal positions.
- Ensures completion of payroll and administration forms accurately and within established timelines
- Conducts employee Performance Evaluations and Assessments.
- Identifies and implements the necessary remedial measures to correct performance or discipline issues.
- Participates in labor relations matters as required.
- Approves leaves of absence, schedules vacations, authorizes overtime
- Conducts Workplace Safety & Health site inspections on a regular basis
- Conducts investigations regarding workplace safety and health issues
- Acts as the regional contact for the EMS program regarding worker's compensation issues
- In collaboration with the Occupational Health Department, addresses all WCB issues.
- Coordinates and conducts in-services as required.
- Coordinates the orientation of all new EMS personnel
- 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.
- Prepares monthly CQI audit reports and forwards to the EMS Leadership Team including the EMS Medical Director based on the review of Patient Care Reports
- Assists in policy and procedure development and compliance measurement enforcement.
- Prepares and submits required documentation and reports in a timely manner, as required by Manitoba Health and the NEHA.
- 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 Manager of Operations or EMS Director in her/his absence.
- Performs other related duties and/or functions as assigned.

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