



NOTICE: Effective January 15th the OPS will be posting new job advertisements on the eCareers website daily. New job advertisements will be posted throughout the week, Monday through Friday. Please check the site regularly to see new opportunities available within the OPS.

Please note that the **job alert** function is temporarily unavailable. We are working on correcting the issue, but in the meantime, please check the website regularly for updated job posting details. We will post an updated message on the site when the job alert function is functional again.

Job Specification

Position Title: FIELD MANAGER
Job Code: MCP - General Administration AM-19, AGA19
Job ID: 18425

Purpose of Position:

To manage the operation requirements of a regional emergency health service involving municipal and First Nation`s land ambulance systems and air ambulance operations on a 24/7 basis. To manage staff and administer the operation of Central Ambulance Communication Centres (CACCs)/Communication Services through municipal consultation and co-operative policy development. Coordinates the implementation of accountability mechanisms and standards of performance into a EHS regional program by participating in the evaluation of operational and financial performance standards. Provides the interpretation of ministry policy, legislation and branch procedures for internal and external health care providers related to regional communication services.

Duties/Responsibilities:

Within an assigned Emergency Health Services (EHS) Region of Ontario, which includes Municipalities, First Nations, Air Ambulance Services, Districts, District Health Councils, Regional Health Care Programs, Central Ambulance Communications Centres/Communication Services, Municipal Delivery Agent Ambulance Services, first response teams, health care institutions and base hospital programs, the position:

1. Manages and administers the operation of Central Ambulance Communication Centres (CACCs)/Communication Services for an emergency health regional program through municipal consultation and co-operative policy development. Takes direct responsibility for First Nations ambulance coverage. Coordinates and evaluates regional operations involving municipal and First Nations land ambulance systems, and air ambulance operations. Ensure a seamless pre-hospital system by monitoring the effective use of the communications system; the availability of ambulance services; and the correct application of legislative standards, ministry policies, and procedures. Provides the interpretation of ministry policy, legislation and branch procedures related to regional communication services and services for municipalities, elected officials, EMS Directors, District Social Services Administration Boards (DSSABs) and systems. Provides input into ministry and branch objectives, policy statements, and the formulation of new/revised legislation.
2. Represents the ministry and provides leadership and advice to officials of external health care stakeholders (e.g. municipalities, elected officials, EMS Directors, District Social Services Administration Boards (DSSABs) on proposed initiatives, policy, concerns, investigations (e.g. coroner inquests and internal investigations etc.) and technology. Attends meetings of other jurisdictions to make presentations, promote the ministry`s position and informs external stakeholders of the impact of jurisdictional decisions.
3. Coordinates the implementation of accountability mechanisms and standards of performance into the EHS regional program by participating in the evaluation of operational and financial performance standards. Identifies and recommends viable options on strategic and short/long term planning initiatives to the Senior Field Manager.
4. In conjunction with the Senior Field Manager, controls, approves and monitors cost share allocations, all transfer payment funding and contracts between EHS and the municipalities, base hospitals, transfer payment CACCs/Communication Services and First Nations Ambulance Services. Provides advisory services to ambulance services, delivery agents, Central Ambulance Communications Centres/Communication Services, base hospitals, Area EHS Committees and District Health Council Planning Committees, regarding budget and business planning. Identifies and recommends the allocation of additional funding and resources to external health care stakeholders (e.g. EHS pre-hospital programs, transfer payment CACC`s/Communication services and First Nation`s Ambulance Services). Promotes the establishment and maintenance of pre-hospital and base hospital program co-ordination mechanisms (e.g. Advanced Life Support, First Response Agreements, Municipal Fire-fighter training, etc). Notifies the Senior Field Manager of contentious issues, recommends viable

options and strategic advice.

5. Develops and prepares briefing notes, position papers, municipal reports regarding regional health services (e.g. municipal land ambulance, First Nations and air ambulance operations) in response to correspondence from the Senior Field Manager, Branch Director and offices of the Minister, Deputy Minister, and Assistant Deputy Minister. Alerts the Senior Field Manager and/or branch senior management of contentious issues and provides strategic advice and implements operational recommendations from jurisdictional reviews and investigations.

6. Manages and provides administrative direction to staff and makes decisions on recruitment and the selection of staff, merit increases, determines performance standards, conducts performance evaluations, training and development, handling employee relations matters, and represents management at Stage One and Two grievance meetings. Ensures compliance with all relevant workplace legislation and demonstrates a commitment to create and foster a team environment. Coordinates and controls the regional operational and program budget.

7. Represents the region and ministry on committees and provides expert advisory services on the provinces Emergency Health System. Acts as a member of Base Hospital Committees, Emergency Services Advisory Committees, Municipal EHS Committees, District Health Councils, Regional Trauma Networks, and Regional Health Care Offices. Maintains ongoing communication with other Field Managers to ensure consistency in regional service delivery.

8. Coordinates the implementation of new computer-aided technological advances (ambulance dispatch and communication systems). Coordinates and ensures compliance of ministry approved maintenance programs for administrative EHS vehicles.

9. Contributes to the development of contingency planning to address unprecedented emergencies and disasters, including plans with neighbouring states and/or provinces.

10. Acts as the EHS Duty Officer (on a rotational basis). Position requires frequent travel within Ontario is required.

Knowledge:

Knowledge of Emergency Health Services Branch goals and objectives; ambulance service governance, administration, operations and medical control; the air ambulance system, communications equipment and related procedures; the structure and governance of First Nations communities in Ontario, to provide right hand support to the Senior Field Manager in the administration of wide area regional operations involving municipal and First Nations land ambulance delivery systems and air ambulance operations. Knowledge of ministry policies, corporate focus, directives, guidelines and relevant legislation such as the Ambulance Act and Regulations, Coroners Act, Mental Health Act, Health Insurance Act, French Language Services Act, Highway Traffic Act, Public Health Act and Regulations, to administer the operation of Central Ambulance Communication Centres (CACCs)/Communication Services. Knowledge of human resource policies, directives and guidelines, and Collective Agreements to manage a regional program. Knowledge of ministry and municipal budgetary procedures to control a multi-million dollar regional budget that includes funding between EHS and the municipalities. Managerial and administrative skills to manage and direct the activities of staff located off-site. Analytical skills to interpret legislative policy, standards and contract agreements, and to deal with a myriad of unique situations, circumstances and emergencies. Oral communication skills to provide authoritative advisory services to all levels of the pre-hospital care system; to contribute to policy decisions; to influence stakeholders and provide sophisticated committee input; to convey and discuss concerns with municipal and political officials, and Band Councils; to recommend strategies for the resolution of issues. Written communication skills to develop and prepares briefing notes, position papers, municipal reports regarding regional health services (e.g. municipal land ambulance, First Nations and air ambulance operations) in response to correspondence from the Branch Director and offices of the Minister, Deputy Minister, and Assistant Deputy Minister. Interpersonal skills, consensus-building and negotiating skills to promote co-operation and facilitate dealings with a broad range of stakeholders. Demonstrated knowledge of business planning to provide input into policy development and advice on operational/multi year planning. Knowledge of best business processes and quality assurance to identify and assess potential opportunities directed toward enhancement, efficiency improvements and cost effectiveness/savings. Diplomacy to address politically sensitive issues.

Judgement:

Although work is performed under the direction of the Senior Field Manager, work is frequently self-directed as the position requires considerable independent decision-making due to frequent off-site demands of the Senior Managers position. Guidelines are available in the form of ministry policies, procedures, directives, guidelines, approved partnership agreements, and legislation, including applicable legislation from other ministries. Judgement is required to provide right hand support to the Senior Field Manager; to coordinate and ensure optimum levels of service delivery to meet both corporate expectations and the requirements of a client base that depends upon immediate and efficient service delivery. Judgement is required in the handling of critical variables (e.g. the broad international scope of contacts which includes various municipalities, delivery agents and First Nations). Judgement is required to appreciate the "free-standing" structure of First Nations operations and the diversity of Municipalities, all demonstrating unique circumstances and views. Judgement is required to appreciate

different points of view; to influence decisions; to address resistance; to enlist co-operation with a "soft sell" approach to potentially unpopular decisions; to act as a catalyst and consensus builder in dealing with the views of municipalities or First Nations Band Councils. The position recommends solutions and anticipates the implications of decisions on government, the health system and the community. Judgement is exercised to represent the ministry to the public, elected officials, municipalities and councils; to implement, monitor and provide advice regarding new computer-aided technological advances (ambulance dispatch and communication systems); to ensure compliance of ministry approved maintenance programs for administrative EHS vehicles; and to control a multi-million dollar budget. Judgement is required when responding to spontaneous or escalating emergency situations e.g. disasters.

Accountability - Programs:

Scope of program delivery is regional with direct impact on the public. The position manages the administration of wide area regional operations involving municipal and First Nations land ambulance delivery systems and air ambulance operations. The position administers the operation of Central Ambulance Communication Centres (CACCs)/Communication Services through municipal consultation and co-operative policy development. The position provides leadership and authoritative advisory services with respect to legislative standard compliance, business planning and analysis, contract agreements, transfer payment funding, performance review, quality assurance and strategic planning.

Accountability - Personnel:

The position directly manages the CACC Manager, Communication Training Officer and Data Analyst, and indirectly manages the CACC Operations Manager, Liaison & Policy Officer, Quality Programs Officer, Communications Training Officers, Data Analyst, Communications Supervisor and Communications Officers. The position provides technical direction to a Regional Training Coordinator

Accountability - Finance & Material:

The position supports the Senior Field Manager in administering and controlling a multi-million dollar budget of transfer payments and direct operating expenses for Emergency Health Services related agencies in the region; approves office expenditures within delegated levels. The position reviews business plans of Municipalities, delivery agents and First Nations who have assumed responsibility as Delivery Agents; evaluates municipal, delivery agent, First Nations and CACC/Communication Services funding template submissions and business cases; negotiates with municipalities, delivery agents and First Nations for the ministry share of approved costs.

Accountability - Impact of Errors:

Program delivery is highly visible and subject to public scrutiny. Program mismanagement could result in significant liability risk to the ministry, and public/media/political criticism of the ministry. Failure to ensure the effective administration of the regional budget and transfer payments could result in accusations of inconsistency and/or questionable accountability, and negatively impact on service delivery to the public. Misguided recommendations made by the position could result in erroneous senior level decision-making based on misinformation or result in missed opportunities for improvements to service delivery

Contact - Internal:

Exchanges information and discusses issues with the Senior Field Manager, the Provincial CACC Co-ordinator, the Manager Land Ambulance Programs, EHS Director, Ambulance Service Managers, the Regional Training Co-ordinator, other Field Managers, Public Health Branch, Regional Human Resources, Communications, Patient Care Standards and Education, Investigations and Certification Group, Corporate Policy, the Technical Services Unit, Crown Law, Legal and Financial Services. Maintains contact with the Offices of the Minister, Deputy Minister and Assistant Deputy Minister regarding the preparation of briefing material. Exchanges information or coordinates efforts with ministries such as Natural Resources, Municipal Affairs & Housing, Labour, Transportation, Community Safety and Correctional Services.

Contact - External:

Maintains regular contact with ambulance service operators, municipal delivery agents, First Nation Band Councils, legal counsel, base hospital Medical Directors/Co-ordinators to monitor and evaluate service; District Health Councils, Regional Health Care Programs, hospital and health care personnel to exchange information and discuss mutual services provided. Exchanges information and maintains regular contact with police, fire and municipal officials, the general public, schools and colleges. Maintains contact with disaster planning groups to discuss emergency planning. Maintains contact with regional coroners concerning inquests. Maintains contact with counterparts in other provinces e.g. regarding patient transfers.

Actively contributes on committees such as Management Team for Review of Proposals, local and regional Emergency Health Services Committees, Advanced Life Support Committees, Regional Trauma Planning, Disaster Planning Committees including Nuclear Preparedness Operational Committees and Community College AEC committees.