

Located an hour east of Toronto, the thriving Southeastern Ontario community of Northumberland County has a rich history of agricultural production, world-class manufacturing, and economic viability. As the upper tier of municipal government, we weave together seven diverse yet complementary municipalities.

Currently, we are looking to fill the following vacancy:

### **Deputy Chief, Quality Improvement and Professional Standards**

Permanent, full-time position

Becoming a part of our team, you will fill an existing vacancy. You will provide leadership and guidance to the Supervisor of Quality Improvement and Education and be responsible for managing all Paramedic quality assurance and educational programs in a unionized environment. You will develop and instruct continuing education sessions, monitor and evaluate individual performance in technical and patient-care areas through Gap analysis of ACR data and identification of trends and patterns, respond to customer-service complaints and inquiries in an expeditious time frame, and coordinate Public Access Defibrillation programs throughout Northumberland County. You will ensure all documentation and quality assurance practices are followed as per legislation, monitor service levels for County residents and visitors, and make recommendations for strategic planning utilizing Ambulance Dispatch Reporting System data (ADRS) and IMedic analytics to monitor and evaluate Key Performance Indicators and the level of service to the community.

#### **Qualifications & skills:**

- A degree or diploma in a related field, as well as Provincial Advanced Care Paramedic certification.
- A minimum of five years of progressive management experience is required.
- Extensive knowledge of federal, provincial, and municipal legislation including the *Ambulance Act*, *Personal Health Information Protection Act*, *Mental Health Act* and *Highway Traffic Act*.
- Demonstrated knowledge of Continuous Quality Improvement and superior communication skills including: strong human resources management, conflict resolution and excellent interpersonal and public relations skills.
- Extensive background working in Microsoft Office Suite and experience writing reports, as well as collecting data conducted thorough analysis.
- Experience working with Microsoft database would be an asset.

The successful candidate will be required to submit a satisfactory vulnerable sector check prior to the commencement of employment. We thank all applicants for their interest, however, only those selected for an interview will be notified.

A valid Class F driver's license with a clean abstract and access to a personal vehicle is required. A 3 year uncertified driver's record obtained from Service Ontario must be submitted with your resume. **Resumes submitted without an acceptable driver's abstract will not be reviewed.**

When emailing your application, please indicate what source you found this posting in and please ensure your cover letter, résumé, and any other supporting documents are submitted in one file (preferably MS Word (.doc or .docx) or Adobe (.pdf)). Please also indicate in your cover letter your preferred method of contact: text, email, or phone call.

We invite you to submit your application **by 4:30pm on Friday, April 19<sup>th</sup>, 2019** to:

Human Resources  
County of Northumberland  
555 Courthouse Road  
Cobourg, ON K9A 5J6  
**Email: [hr@northumberlandcounty.ca](mailto:hr@northumberlandcounty.ca)**  
Fax: 905-372-3046

Please note that accommodations are available, upon request, to support applicants with disabilities throughout the recruitment process. Please e-mail your request to [accessibility@northumberlandcounty.ca](mailto:accessibility@northumberlandcounty.ca) or call 905-372-3329 ext. 2327. Alternative formats of this job posting are available upon request.

Personal information collected through the recruitment process will be used solely for the purpose of candidate selection, in accordance with the Municipal Freedom of Information and Protection of Privacy Act.