



Operations Manager
Medavie Health Services West (Yorkton)
Full Time – Permanent

Medavie Health Services is a national leader in primary health care solutions, the largest contracted provider of emergency medical services in Canada and delivers care in remote communities as part of our contract with Indigenous Services Canada.

Together, with our compassionate network of 4,300 health care professionals in six provinces, we have a long history of providing innovative community paramedicine programs and delivering mobile integrated health services across the country.

Every day, our team provides high-quality patient care through ground and air ambulance services, medical communications, mobile integrated health/community paramedicine programs, 911 Public Safety, 811 Telehealth, home health care, as well as clinical training.

At Medavie Health Services, our team members are dedicated to building a healthier Canada and supporting the needs of the culturally diverse communities we serve. We are looking for an **Operations Manager** that lives our core values being Caring, Accountable, Responsive, Innovative and Community-minded.

As a member of the Management team at Medavie Health Services West (MHSW), the Operations Manager, reporting to the General Manager is responsible for the day-to-day delivery of street operations in collaboration with the management team and all divisions of operations and communications providing leadership and direction for all operational events as well as to ensure all non-response duties are carried out within the guidelines set out in the MHSW Yorkton policies and procedure manual.

The incumbent of the position is accountable to the General Manager, MHSW Yorkton. As this position has the responsibility of a large array of components to the system, the Operations Manager may have a higher level of authority to ensure the ability to control the necessary functions of the system. The mission will be to keep the overall operational status of MHSW Yorkton fully functional while meeting and exceeding customer/patient expectations while directing the workforce in a positive manner. The incumbent will positively communicate the company philosophy and policy so that there is a shared realization of the organizations, mission, vision and values.

Managing staff and systems to meet the performance requirements by developing effective teams of the ambulance service is a primary focus. Demonstrating superior conflict resolutions skills by balancing assertiveness, sensitivity and successfully mediating conflicts will be a key skill you will possess. Assisting with MHSW goals, you will build staff capabilities and will implement change to improve service levels and safety. This role will include responsibilities for contributing towards quality measurement mechanisms, employee and patient risks and professional development.



Medavie Health Services is part of Medavie, a health solutions partner. Together with Medavie Blue Cross, we are committed to providing innovative solutions that will improve the wellbeing of all Canadians. We are proud to invest in communities to help address some of Canada's most pressing health care challenges.

The position entails, but is not limited to the following:

- Provides direct oversight and coordination for operational paramedics including daily operations, deployments and patient care;
- Participate in the recruitment selection process for applicants into Operations, assists with the development and delivery of onboarding and mentorship process for new paramedics while providing direct oversight throughout their probationary period;
- Assists in coaching and professional development opportunities for operational paramedics, and assists with any investigation or disciplinary matters related to organization or the SCoP;
- Responsible to act as the departmental lead on special projects as defined by the General Manager;
- Works as a member of the leadership team in Operations, including assisting in providing coverage in the PRU/Deputy Superintendent role at times;
- Provides oversight of scheduling within Operations in coordination with the Scheduling Division;
- Develop and/or assist in the creation, implementation and/or maintenance of new initiatives and activities providing subject matter expertise related to organizational work standards, policies, and procedures;
- Assist with the maintenance of data analysis and provide reporting as needed to the General Manager;
- Liaise with stakeholders and partnering agencies not limited to SHA, SFPS, SPS, EMO, etc;
- Respond to requests for service (as required or directed) in support of deployments not limited to and may include, ALS backup, site management, MCIs, etc;
- Ensures operational staff have ready units / equipment for start of shift;
- Work closely with the Mental Health & Wellness committee members;
- Carry out performance evaluations of staff and maintain the proper documentation of the same;
- Work with Communications to ensure Director of Public Affairs is notified of situations as outlined in the management on call schedule in regards to concerns or questions about our service(s);
- Liaise with the Communications Superintendent or designate for situations not covered by System Status Management (SSMs);
- Collect concerns and/or service complaints from the public and report them to the General Manager so an investigation may be carried out and the complainant responded to in a timely fashion;
- Maintains training in and participates with/in the OHS Committee and all related;
- Maintains familiarity of incident command and participates in site management as required;



- Maintains personal knowledge and skills as an Advance Care Paramedic, in accordance with the Saskatchewan College of Paramedics and all requirements to deliver optimum patient care; and
- Participates in programs and classes to increase your ability to perform on the management team level.

As the ideal candidate for this role, you:

- Post-secondary education, preferably in the Health Sciences field or an equivalent combination of education and experience;
- Advanced Care Paramedic diploma with a minimum of five (5) years' experience, including minimum of three (3) years' experience in a leadership or supervisory/management role;
- Must be currently registered Licensed with the provincial regulatory body for paramedicine and in good standing;
- Thorough knowledge of practices and procedures relative to the delivery of Paramedicine, Provincial Health Care, Legislation, Personal Health Information & Protection Act and associated Regulations and Standards, Occupational Health and Safety Act and other related legislation;
- Familiarity with research practices, and knowledge of and demonstrated use of evidence-informed decision-making processes;
- Excellent communication and organization skills including ability to work as part of team;
- Emergency Preparedness Training;
- Strong analytical, problem solving, project management, and organizational abilities;
- Excellent interpersonal, presentation, and written/oral communication skills;
- Skilled in the operation of various computer software applications, including presentation software, spreadsheet development, manipulation and word processing applications;
- Demonstrate leadership qualities and formal knowledge of other business functions as necessary;
- Conduct business at all times with the highest standards of personal, professional and ethical conduct;
- Able to work both independently and as part of the leadership team; and
- Demonstrated ability to influence, advise and build trust with various stakeholders.

Regular business hours required, but some irregular hours can be expected. Travel may be required.

If you are interested in working with a dynamic team of professionals and possess the necessary qualifications, please send your **resume with cover letter** to humanresources@medaviehs.com Please include the **position title in the file name** along with your first and last name.

Competition closes **April 30, 2024**

We would like to thank all candidates for expressing interest. Please note only those selected for interviews will be contacted.



Medavie Health Services is committed to the principle of equal opportunity in its employment practices and to providing an environment free from discrimination and harassment for all employees.