



# Middlesex-London Paramedic Service JOB OPENING

Job Title: **Regulatory and System Compliance Officer**  
Job Opening ID: **2023-01-RC**  
Full-Time/Part-Time: **Full-Time**  
Post Date: **June 2, 2023**

Job Type: **Non-Union**  
Posting: **Internal/External**  
Regular/Temporary: **Regular**  
Close Date: **June 16, 2023**

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## Job Summary

Middlesex-London Paramedic Service (MLPS) is currently accepting applications for the position of Regulatory and System Compliance Officer. This position requires a high level of paramedic services knowledge and is directly accountable for portfolios that include investigations into professional compliance and freedom of information requests from the public.

This role is expected, under the general direction of the Superintendent of Service Compliance & Lead Investigator to have good working knowledge of the Ambulance Act, Regulation 257/00, Highway Traffic Act, Occupational Health and Safety Act, Ministry of Health Documentation Standards, Ministry of Health Patient Care Equipment Standards, Basic Life Support Care Standards, Ministry of Health Patient Care Model Standards, Ministry of Health Ambulance Service Patient Care & Transportation Standards, Personal Health Information Protection Act (PHIPA) and MLPS Policies & Procedures and relevant Collective Agreements.

This position is responsible for conducting various investigations including, internal complaints and complaints from the public regarding patient care, vehicle collisions of MLPS ambulances and service vehicles and complaints of paramedic conduct.

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## Education

- University degree in Health Sciences or equivalent combination of university, college and/or service related experience – Required
- Certified Investigator and Inspector Training Certificate (CLEAR) or equivalent – Preferred

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## Knowledge, Experience, and Qualifications

- Advanced understanding of the paramedic services business in Ontario.
- Exemplary knowledge of the legislative acts, regulations and bodies that guide and govern Paramedic Services.
- Working knowledge of the medical and emergency service partners in the Middlesex-London area.
- Exemplary knowledge of current health and emergency services issues in Ontario
- Three (3) years' experience with regulatory compliance and investigations considered an asset
- Excellent written and oral communication skills.
- Demonstrated computer skills required.
- Demonstrated leadership, respect for colleagues, teamwork, initiative and innovation.
- Works well under pressure.
- Possess the ability to organize and direct paramedic staff as assigned to the department and in time of emergency.
- Possess tact, discretion and sound judgement.
- Ability to handle sensitive materials with discretion, confidentiality and professionalism.

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## Closing Statement

Applicants interested in the position may submit a cover letter, resume, and supporting documentation in confidence to [applications@mlems.ca](mailto:applications@mlems.ca) quoting the job title in the subject line.

**The deadline for submission is 4:00pm (EST) pm on June 16, 2023**

Middlesex-London Paramedic Service is committed to fostering a positive and progressive workforce that is representative of the citizens we serve.

In accordance with the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act and MLPS's Accommodation Policy, a request for accommodation will be accepted as part of the hiring process. If selected to participate in the recruitment, selection and/or assessment process, please inform Mr. Colin Heise of the nature of any accommodation(s) that you may require.



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To avoid any delays in the recruitment process, if you require accommodation to apply or if selected to participate in an assessment process, you must provide your accommodation needs in advance. You may also be required to submit adequate medical/other documentation to MLPS to support your request for accommodation.

Personal information contained in applications will be used for recruitment purposes and collected as per the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M.56. This information will be held in confidence, and only be used for candidate selection. Although we are very thankful for all applications, only those selected for an interview will be contacted.

Accessibility:

Documents are available in various accessible formats upon request. To make a request please contact [HR@mlems.ca](mailto:HR@mlems.ca).