



# Middlesex-London Paramedic Service JOB OPENING

Job Title: **Commander of Operations**  
Job Opening ID: **CDR-01-02-EX**  
Full-Time/Part-Time: **Full-Time**  
Post Date: **January 2, 2024**

Job Type: **Management / Non-Union**  
Posting: **External**  
Regular/Temporary: **Regular**  
Close Date: **January 16, 2024**

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## Job Summary

Middlesex-London Paramedic Service (MLPS) is currently accepting applications for the position of Commander of Operations. Reporting to the Deputy Chief of Operations you will assist with the management of operational areas of the Middlesex-London paramedic system. Your accountabilities will include the day-to-day operational control and supervision of the Operations Superintendents.

This role is expected, under the direction of the Deputy Chief of Operations, and within guidelines such as the Ambulance Act and Regulations, the Public Health Act, Radio Act (Canada) policies, procedures and Collective Agreements, to exercise these duties and authorities using prudent judgment for the planning and scheduling of service delivery.

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## Education

- University degree in Health Sciences, Business Administration, Public Administration or Leadership – Preferred
- Qualifications to practice in the Province of Ontario as an Advanced Care Paramedic or as a Primary Care Paramedic.
- Certification with the Southwestern Ontario Regional Base Hospital Program.

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## Knowledge, Experience, and Qualifications

- Supervisory experience in either an acting or full-time role within a unionized environment would be preferred.
- Demonstrated interpersonal skills and ability to efficiently handle daily labour relations.
- A valid Class "F" Driver's License as required under Provincial law and meet all requirements of the Ambulance Act and Regulations.
- Effective communication style (written and verbal) with the ability to communicate in a clear and professional manner with both the public and MLPS staff.
- Ability to influence, negotiate and approach situations in a tactful and diplomatic manner.
- Strong leadership capabilities and competencies that foster a collaborative working style to coach and lead a growing team.
- Advanced understanding of paramedic service operations, performance objectives and health care quality management best practices;
- Solid understanding of the investigations and complaint process;
- Ability to exercise superior judgment, tact and discretion in dealing with sensitive and complex situations.

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## Closing Statement

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

**The deadline for submission is 4:00 (EST) pm on January 16, 2024**

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 Tanya Apostolidis of the nature of any accommodation(s) that you may require. 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 Tanya Apostolidis at 519-679-5466 or via [applications@mlems.ca](mailto:applications@mlems.ca).