



Middlesex-London Paramedic Service Employment Opportunity



Coordinator of System Oversight, Performance Management & Support

Job Opening ID: PP-12-10-IN

Job Classification: Non-Union

Department: Professional Practice

Positions: 1

Location: Middlesex-London Paramedic Service HQ

Posting Date: December 10, 2024

Regular/Temporary: Temporary (up to 12 months)

Part-Time/Full Time: Full-time

Standard Hours: 40 hours per week

Salary: Starting Rate \$38.53

Application Deadline: December 18, 2024

About Us

Middlesex-London Paramedic Service is responsible for providing 24-hour emergency and non-emergency pre-hospital medical care and transportation to individuals experiencing injury or illness. Our dedicated teams of highly qualified front-line paramedics work with up-to-date equipment and technology to give the residents and visitors of the Middlesex and London area the best service available.

Job Summary

Reporting to the Commander of Professional Practice, Clinical Excellence, and System Oversight, this position coordinates internal performance management programs, including performance monitoring systems, computerized tracking and inquiry systems, as well as legislative and organizational benchmarking requirements set out by the senior management team. This position is also responsible for supporting all credentialing compliance and participating in and supporting the Ministry of Health service review.

This position facilitates data systems and employee credentialing, updating, and reporting of various Ministry of Health driver's license abstracts, mandatory training, criminal checks, immunizations, and other documents as required by MLPS policy and the Ministry of Health. This position is also required to oversee various administrative support functions within the Professional Practice, Clinical Excellence, and System Oversight Department.

This role is expected, under the general direction of Commander, Professional Practice to have knowledge of the Ambulance Act, Regulation 257/00, and the Ministry of Health Documentation Standards.

Responsibilities

- Maintain databases, data collection systems, internal certification systems, and other programs that optimize statistical efficiency and quality.
 - Coordinate performance management programs, including MOH performance monitoring systems, legislative reporting requirements, and organizational benchmarking requirements.
 - Analyzes and reviews system performance with the goal of improving/enhancing excellence within the system. Creates a monthly metrics report detailing system-wide performance data.
 - Work with the management team to prioritize information needs related to analytics, KPIs, and system performance.
 - Provides various support to the Commander of Professional Practice, Clinical Excellence, and System Oversight division.
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Education and Qualifications

- Post-secondary diploma in Business, Information Management, or equivalent as acceptable by MLPS.
- 3 years experience working with data systems, preferably in a health care setting or a paramedic service setting.



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Knowledge/Skill/Ability

- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy
- Proven working experience in effective communication, organization, and project management
- Excellent communication skills and time management capabilities
- Ability to multi-task effectively and manage changing priorities
- Exemplary knowledge of Microsoft Office
- Exercises considerable judgment, tact, and discretion in preparing, disclosing, and handling information of a confidential and/or sensitive nature.
- Demonstrated knowledge of The Municipal Freedom of Information and Privacy Act, The Ambulance Act, The Personal Health Information Protection Act, and working knowledge of relevant regulations and health statutory requirements.

How to Apply

Please submit your cover letter and resume to applications@mlems.ca by 4:00 pm on December 18, 2024

Closing Statement

Middlesex-London Paramedic Service is an equal opportunity employer. We are committed to a diverse and inclusive workplace for everyone.

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. Accommodations are available throughout the recruitment process.

If selected for an interview or to participate in an assessment process, you must provide your accommodation needs in advance, to avoid any delays in the recruitment process. You may also be required to submit adequate medical/other documentation to MLPS to support your request for accommodation. This information will be treated confidentially and only used for the purpose of providing an accessible recruitment experience.

Applicant information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be held in confidence and only be used for candidate selection purposes only.

We thank all applicants who apply, but only those selected to be interviewed will be acknowledged.
