



# Middlesex-London Paramedic Service Employment Opportunity



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## Quality Assurance Officer

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**Job Opening ID:** QAO-11-29-EX  
**Job Classification:** Non-Union  
**Department:** Professional Practice  
**Reporting to:** Commander, Professional Practice  
**Positions:** 1  
**Location:** MLPS Headquarters, London ON

**Regular/Temporary:** Regular  
**Part-Time/Full Time:** Full-time  
**Standard Hours:** 42 hours per week  
**Salary Range:** \$38.53 - \$45.07  
**Application Deadline:** Dec 18, 2024  
**Posting Date:** November 29, 2024

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### 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.

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### Job Summary

Middlesex-London Paramedic Service (MLPS) is currently accepting applications for full-time Quality Assurance Officer. The successful candidate will be responsible for conducting comprehensive quality audits of patient care documentation, including but not limited to ACRs, ePCRs, incident reports, and other relevant records. These audits ensure compliance with the Ontario Ambulance Documentation Standards, Patient Care Model Standards, Basic Life Support Case Standards, and Patient Care and Transportation Standards.

The Quality Assurance Officer also conducts separate audits of service narcotic compliance to ensure adherence to applicable regulations and best practices. In addition, the role includes performing field audits to verify compliance with relevant legislation, standards, and industry best practices. The position is also responsible for identifying gaps and trends uncovered through the various audits, which are reported to the Commander and the relevant department for further review and resolution.

Additionally, the Quality Assurance Officer coordinates the quality assurance program and audits the paramedic, community paramedicine, and logistics systems to ensure compliance with Provincial Equipment Standards for Ontario Ambulance Services, Ontario Land Ambulance, and Emergency Response Vehicle Standards, as well as other applicable guidelines. The Quality Assurance Officer plays an integral role in supporting and participating in the Ambulance Service Review process as required.

This position ensures compliance with all policies, procedures, operational standards, and legislation and required training. The position also ensures compliance with legislative requirements, standards of the profession, and MLPS Policies and Procedures.

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### Education and Qualifications

- Graduate of an approved Ontario College Paramedic Program.
  - Certification as a Paramedic in Ontario (or equivalent), or an equivalent combination of education and experience in a related field may be considered.
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### Special Requirements

- Valid Ontario Class F Driver's License if certified as a Paramedic.
- Required to maintain base hospital certification as a condition of employment as it relates to ability to provide advanced training to paramedic staff (If certified as a Paramedic).
- Must complete a Vulnerable Sector Police Reference Check (current to 30 days of posting date)



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## How to Apply

Please submit your Cover Letter and Resume to [applications@mlems.ca](mailto:applications@mlems.ca) by 4:00pm on December 18, 2024. Please quote the Job Opening ID in the Subject line of your email.

For a copy of the complete job description applicants may contact [applications@mlems.ca](mailto:applications@mlems.ca).

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## 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.

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