



### **Senior Manager, Provincial Programs**

Reporting to the Executive Director of Provincial Operations, this senior level leadership position is accountable to manage the Integrated Health Programs, Emergency Planning and Special Operations, Clinical Support Dest, AED, Medical First Responder and future relevant programs.

This Senior Manager will lead the development and growth of these Provincial Programs with a focus on improved patient outcomes and enhanced system performance. The Senior Manager will ensure integration and coordination of these Provincial Programs with the Medical Communications Centre, EHS LifeFlight, Ground Operations, and other EMC departments including System Performance, Clinical Services, and external government and health partners.

As a member of EMC's Management team, the Senior Manager will execute on EMC's strategic direction through collaborative and integrated business planning and implementation.

As an employee of EMC, we are accountable to our patients and coworkers by participating in and supporting all safety related initiatives, as well as acting in a manner that fosters a culture that focuses on patient safety and a safe and respectful workplace.

#### **DUTIES AND RESPONSIBILITIES:**

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

##### **Leadership and Collaboration**

- Fosters and maintains relationships with the Medical Communications Centre, LifeFlight, Field Operations, Performance Development, System Support and Corporate Services departments
- Builds relationships and strategic alliances using creativity and innovation to seek collaborative opportunities with MedavieHS and other agencies, levels of government, non-governmental organizations to ensure effective and efficient health emergency management service delivery for Nova Scotia
- Demonstrates effective delegation of task to the management team. Specifies clearly and completely expected levels of performance. Determines time for reporting results and provides all information that is relevant to task accomplishment
- Manages as a team effort the sensitivity to the working environment of new and/or changing company policies and practices. Encourages and provides the components that will help employees reach their potential for self-motivation
- Practices supportive communication techniques such as active and empathetic listening
- Improves employee performance through motivation. Excels in effective delegation and decision-making. Involves others in decision making when appropriate and empowers them to make change when accountable
- Demonstrates superior conflict resolution skills; balances assertiveness and sensitivity.

- Successfully mediates conflict between employees and between the organization and external factors.
- EMC is committed to lifelong learning of all employees as such the incumbent will develop and manage their team while possessing an aptitude for working with and through staff in helping them to achieve organizational and educational goals
- Ensures proper communication channels are available and that paramedics are empowered to use them
- Develops staff through daily interactions with Managers, Supervisors and Paramedics
- Conducts annual performance appraisals for team members
- Maintains budgets and fiscal responsibilities, including planning for funding requirements with program growth
- Works in conjunction with Operations Support on Procurement, Equipment and Distribution
- Maintains a relationship with the Systems Support department ensuring resources are available and staff interactions are appropriate.
- Provides leadership and support to managers, supervisors, coordinators who report into this position.

#### **IHP Program Leadership**

- Leads the oversight and implementation of IHP program growth and development, and ensures programs are designed to be sustainable
- Serves as most responsible manager for projects and enhancements related to IHP, in collaboration and under the guidance of EMC's Change Management Office
- Ensures effective collaboration and relationships with key IHP stakeholders, including within government (local and provincial) and health authority

#### **Medical First Responder Program Leadership**

- Leads and is accountable and responsible for the MFR provincial program
- Ensures the Quarterly Medical First Responder Stakeholder Meetings are effective
- Monitors MFR performance and takes initiative to implement improvements
- Engages MFR agencies and EHS in the MFR program
- Works with the Clinical Services and System Performance teams to ensure MFR program clinical care and clinical quality efforts are optimized
- Ensures MFR agency deployment by the EHS MCC is appropriate

#### **EPSO Program Leadership**

- Provides leadership and oversight of the EPSO program
- Develops and fosters relationship with the EHS Medical Director of Emergency Preparedness for clinical oversight of the EPSO program and EHS disaster and emergency response
- Ensures that EMC's Disaster and Emergency Response plan is up to date, effectively communicated & disseminated to EMC leaders and EHS, and that training of the plan occurs as required. Ensures improvements are made to the plan as identified during training or responses
- Fosters relationships with external agencies for training and response.
- Provides leadership in the operational oversight of EPSO policies, processes and protocols and ensure these integrated with the rest of EMC, including Ground Ambulance and Medical Communications

#### **QUALIFICATIONS:**

***Education and Experience:***

- Minimum ten years' experience within the Healthcare industry.
- Seven (7) or more year's professional work experience in organizational effectiveness initiatives including any combination of management design, process improvement, strategic planning, data gathering, outcome evaluation, project management, coaching and/or mentoring
- Post-secondary education from an accredited college or university with a degree or diploma in business or healthcare administration or equivalent
- Solid managerial/supervisory experience and formal business training an asset.
- Experience with strategic and business planning processes.
- Registration as a Paramedic in Nova Scotia considered an asset.

***Knowledge and Skills:***

- Knowledge and/or expertise in EMS & or disaster management will be considered an asset.
- A thorough knowledge of Canadian health and emergency management models, federal and provincial legislation, federal EP programs/departments, national stockpile inventory and public safety programs.
- The fundamental management skills required include demonstrated leadership, planning, organizing, directing, empowerment, and motivating staff.
- Has a solid understanding of the ambulance industry and various business functions such as EMS operations, fleet, facility management, human resources, finance, inventory control, SSP, and CQI
- Formal business training an asset. Effective written, oral, and presentation skills.
- Displays an overall aptitude for negotiation and dispute resolution skills: leads team members by example and practices good time management.
- Maintains a strong culture of accountability.
- Exercises a significant degree of discretion and independent judgment as the position has the autonomy to make decisions based on the organizations goals and philosophies.

**PHYSICAL REQUIREMENTS:**

The employee will spend various periods of sitting, standing, walking, crouching, lifting, and / or carrying light objects. Required to maintain one position for possible long periods, such as sitting at meetings, or at a desk setting. Employee will be reading data or inputting data, report writing, operating a word processor, computer, calculator, and talking on the telephone. Use and exposure to general office equipment such as fax, photocopier, printer, and personal computer. Exposure to low to moderate noise levels.