

Job Title: COMMANDER COMMUNITY SAFEGUARD SERVICES

Job ID: 67175

Job Category: Emergency, Fire and Paramedics Services

Division & Section: Toronto Paramedic Services, PS Operations

Work Location: Headquarters, 4330 Dufferin St., North York ON M3J 2X2

Job Type & Duration: Full-time, Permanent Vacancy

Salary Range: \$126,000 - \$176,140

Shift Information: Monday to Friday, 35 hours per week

Number of Positions Open: 1

Posting Period: 23-Sep-2026 to 7-Oct-2026

Reporting to the Deputy Chief, Toronto Paramedic Services, this position provides strategic, operational, and administrative leadership for the Emergency Management Program. The position is responsible for supporting emergency preparedness, operational readiness, and coordinated response for major planned events, mass gatherings, critical incidents, and emergencies across the City. Working collaboratively with internal and external partners, the Commander helps ensure Toronto Paramedic Services is prepared to respond effectively to complex and evolving incidents while supporting the safety of residents, visitors, patients, and responders.

Major Responsibilities:

- Develops and implements strategic plans, policies, procedures, and programs that support Toronto Paramedic Services' operational readiness, emergency preparedness, community safeguard, and business continuity objectives.
- Continuously monitors, assesses, and responds to emerging risks and healthcare system changes that may impact paramedic service delivery, advising senior leadership on operational implications, mitigation strategies, and response options.
- Supports emergency readiness for major planned events, mass gatherings, critical incidents, and emergencies across the City to ensure the safety of residents, visitors, patients, and responders.
- Coordinates and manages multi-agency planning and response efforts among emergency services, hospitals, public health agencies, long-term care facilities, municipal divisions, provincial ministries, and community stakeholders.
- Represents Toronto Paramedic Services on municipal, provincial, healthcare, and emergency management committees, working groups, and planning initiatives.
- Manages, motivates, develops, and evaluates assigned staff, ensuring effective teamwork, high standards of work quality, accountability, innovation, continuous learning, and organizational performance.
- Supervises the day-to-day operation of assigned staff, including scheduling, work assignment, performance management, attendance management, training, coaching, and professional development.
- Develops, recommends, administers, and monitors annual operating budgets and project expenditures, ensuring resources are effectively managed within approved budget limitations.

- Supports and, when required, leads Toronto Paramedic Services' response to emergencies through deployment to the Emergency Operations Centre (EOC), Divisional Operations Centre (DOC), Incident Command Posts, or field operations.
- Works collaboratively with members of the City's Emergency Operations Centre network and allied emergency services to ensure coordinated and effective responses to major incidents and emergencies.
- Develops, maintains, and evaluates the strategic components of Toronto Paramedic Services' Major Incident Plan, Mass Casualty Plan, Incident Management System (IMS), and Business Continuity Program, ensuring integration with operational response plans and municipal emergency management frameworks.
- Leads the design, development, coordination, and evaluation of emergency exercises, simulations, training programs, and after-action reviews to strengthen organizational preparedness and resilience.
- Provides expertise and support to hospitals, healthcare institutions, municipal partners, and community organizations in the development and integration of emergency, contingency, and continuity plans.
- Leads the development, implementation, and evaluation of large-scale strategic initiatives, organizational change projects, and service improvement activities impacting pre-hospital and community-based care delivery.
- Conducts research, environmental scanning, benchmarking, and policy analysis to identify emerging issues, leading practices, legislative changes, and innovative solutions applicable to Toronto Paramedic Services.
- Works collaboratively with City divisions, agencies, boards, commissions, elected officials, healthcare organizations, and community partners to advance the strategic priorities of Toronto Paramedic Services.
- Authors and/or coordinates the development of staff reports, briefing notes, business cases, Council reports, strategic recommendations, and presentations for senior leadership, Standing Committees, and City Council.
- Participates in organizational and management change initiatives and provides strategic advice regarding organizational effectiveness, service delivery, risk mitigation, and future planning.
- Serves as the project lead for divisional strategic planning, business continuity planning, business impact assessments, and related organizational resilience initiatives.
- Supports public, political, healthcare partner, and funding stakeholder confidence through the promotion of regulatory compliance, accreditation standards, quality assurance, accountability, and service excellence.
- Ensures compliance with applicable legislation, municipal policies, emergency management standards, occupational health and safety requirements, and professional best practices.
- Builds and maintains strategic partnerships and alliances that strengthen Toronto Paramedic Services' ability to deliver integrated, effective, and coordinated emergency and community safeguard programs.

Key Qualifications:

1. Post-secondary education in Emergency Management, Public Administration, Public Safety, Health Sciences, Healthcare Administration, Business Continuity, or a related discipline, or an equivalent combination of education and experience.
2. Considerable experience working in emergency management, public safety, healthcare operations, paramedic services, disaster planning, or a related field within a large, complex organization. Experience as a Paramedic would be considered an asset.

3. Considerable experience managing professional, technical, operational, or program staff, including performance management, workforce development, and organizational leadership responsibilities.
4. Considerable experience leading operational responses, emergency preparedness initiatives, business continuity programs, strategic planning activities, hazard identification and risk assessments, emergency exercises, special events, or community engagement initiatives.
5. Experience working collaboratively with a variety of stakeholders, including senior leadership, elected officials, government agencies, healthcare partners, and community organizations, to advance organizational and service objectives.
6. Must possess and be able to maintain a valid Province of Ontario, Class "G" Driver's License and must qualify for the City's equipment operating permits and requirements.
7. Thorough knowledge of the Incident Management System (IMS), emergency operations centre functions, and emergency response coordination, with IMS 300 certification or equivalent.
8. Knowledge of applicable legislation, standards, regulations, and policies governing emergency management, occupational health and safety, and healthcare or emergency services operations.
9. Technical expertise in emergency medical services, emergency management, public safety operations, healthcare systems, and related fields, complemented by strong program planning, policy development, project management, and program evaluation capabilities.
10. Demonstrated ability to prepare high-quality reports, briefing notes, business cases, executive presentations, and policy recommendations for senior leadership and decision-makers.
11. Exceptional communication, stakeholder engagement, relationship management, and conflict resolution skills, supported by strong political acuity, sound judgment, and experience managing sensitive, confidential, and high-profile issues.
12. Strong financial management expertise, including budget development, forecasting, monitoring, resource allocation, and ensuring effective stewardship of organizational resources. High attention to detail, organizational effectiveness, and information management.
13. Demonstrates exceptional leadership, coaching, and team-building abilities.
14. Superior written and verbal communication skills, including the ability to communicate effectively with frontline staff, senior executives, elected officials, external partners, and the public.
15. Excellent interpersonal skills and the ability to build strong collaborative relationships across diverse stakeholder groups.
16. Strong strategic thinking, problem-solving, and decision-making skills.
17. Demonstrated accountability, professionalism, integrity, and commitment to public service excellence.
18. Ability to work effectively in a fast-paced, dynamic, and high-pressure environment involving competing priorities and critical incidents.
19. Thorough understanding of applicable clinical, operational, legislative, and organizational requirements impacting paramedic service delivery.
20. Ability to support emergency operations on a 24/7 basis, including evenings, weekends, statutory holidays, and extended emergency activations when required.

Equity, Diversity and Inclusion

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Accommodation

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. [Disability-related accommodation during the **application process** is available upon request.](#) Learn more about the City's [Hiring Policies and Accommodation Process](#).