

JOIN THE NBRHC TEAM!

EXTERNAL VACANCY

C.A.C.C.
ONE (1) TEMPORARY FULL TIME OPERATIONS SUPERVISOR
NBRHC – NORTH BAY COMMUNITY (43 FERRIS DRIVE)
FROM \$47.42/HOUR TO \$59.29/HOUR

The Operations Supervisor reports to the Central Ambulance Communications Centre (CACC) Manager. This position involves planning, managing and coordinating the day-to-day operations of North Bay CACC which receives calls for life threatening and non-life threatening emergencies. North Bay CACC provides ambulance dispatching services to three districts and fire call taking and alerting to 20 volunteer fire departments. The Operations Supervisor manages a diverse communications staff that are engaged in receiving and prioritizing 9-1-1 emergency and non-emergency calls from the public and from stakeholders such as hospitals and nursing homes across Northern Ontario. Experience in change management and project management are an asset as we embark on the transition to Medical Dispatch Priority System.

QUALIFICATIONS

Certification/Experience/Knowledge:

- ☐ Demonstrated ACO/CACC Team Leader experience or equivalent required
- ☐ Ministry of Health, Ambulance Communications Officer Certificate preferred
- ☐ Demonstrated knowledge of Ontario's emergency health services system, ambulance dispatch system, ambulance service delivery and related policies and practices required
- ☐ Demonstrated ability to conduct business analysis, operational policy analysis and development, and to facilitate subsequent change required
- ☐ Ability to provide leadership, facilitate solutions and collaborate with stakeholders required
- ☐ Ability to provide technical direction to staff and to observe, identify and correct operational problems required
- ☐ Ability to develop recommendations regarding the effective operation of the CACC required
- ☐ Ability to create and modify schedules for a 24/7 operation required
- ☐ Demonstrated ability to work within CUPE Collective Agreements required
- ☐ Strong organizational skills required
- ☐ Excellent communication skills, both verbal and written required
- ☐ Excellent interpersonal skills and the ability to work collaboratively with all members of the health team required
- ☐ Ability to work with minimal supervision required
- ☐ Good attendance and work record required
- ☐ Must demonstrate commitment to ensure your safety, the safety of fellow workers, patients, volunteers and visitors
- ☐ Must support and contribute to a culture of safety and prevention of adverse health events in this organization
- ☐ Bilingualism (Advanced level English/French) is an asset
- ☐ Criminal Reference Verification required (see note*)

*NOTE: A Criminal Reference Verification (recent as of three months) will be required for all external hires as a pre-condition of employment. Current NBRHC employees are exempt.

Criminal Reference Check including the Vulnerable Sector Check recent within six (6) months is a requirement

Interested candidates are asked to submit their cover letter and resume to:

careers@nbrhc.on.ca quoting file **NU HR-25-052**

The posting will remain open until the positions are filled.

Please note these postings are subject to change without notice. An acknowledgement will be sent only to those candidates who will be interviewed.

NBRHC is committed to achieving 100% compliance with its COVID-19 Vaccine Policy. As a result, please be advised that in order to be eligible for employment at the Health Centre, all new hires must be compliant with our COVID-19 Vaccination Policy and must be fully vaccinated prior to commencing employment. To be considered fully vaccinated, an individual must have received the full series of a COVID-19 vaccine or a combination of COVID-19 vaccines approved by the World Health Organization (e.g. two doses of a two-dose vaccine series or one dose of a single-dose vaccine series) and received the final dose of the COVID-19 vaccine at least 14 days ago.

The requirement that successful applicants be fully vaccinated is subject to any accommodation obligations pursuant to the Ontario Human Rights Code.

North Bay Regional Health Centre is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require an accommodation for disability during any stage of the recruitment process, please indicate this in your application.

We are an equal opportunity employer. We thank all applicants for their interest.

THE ORGANIZATION

North Bay Regional Health Centre (NBRHC) is a unique health care organization with three primary roles: providing acute care services to North Bay and its surrounding communities, functioning as the district referral centre providing specialist services for smaller communities in the area, and it's the specialized mental health service provider serving all of northeast Ontario. At more than 400 beds, our state-of-the-art regional health centre has over 150 physicians, 2300 employees and 250 volunteers.

For more information about the NBRHC, visit www.nbrhc.on.ca

THE COMMUNITY

North Bay is located 3.5 hours north of Toronto, just north of the district of Muskoka, and 3.5 hours west of Ottawa. With a population of 54,000 and a catchment area of 180,000, it is a safe and welcoming community that offers a healthy and balanced environment for working, living and raising a family. North Bay is situated on the shores of two large lakes (Lake Nipissing and Trout Lake) and boasts beautiful scenery and four distinct seasons. Whatever your interests are, you will have access to numerous activities and amenities within minutes from your home—reclaim your work-life balance and join us!

To see more of beautiful North Bay and learn about our lifestyle, visit www.northbay.ca