MIDDLESEX-LONDON EMS  
NON-UNION JOB DESCRIPTION  

JOB TITLE          EMS HUMAN RESOURCE COORDINATOR  

REPORTS TO        Manager of Administration, Emergency Medical Services  

JOB SUMMARY  
The EMS Human Resource Coordinator is directly accountable for portfolios that include areas within the Human Resource portfolio such as, managing the Workplace Safety and Insurance Board program, participate in labour management discussions, serve as the company representative to the Ministry of Labour and other government organizations. Provide overall strategic and operational support for employees who are receiving short term disability, Long term disability and/or modified work programs. Under the general direction of the Manager of Administration, EMS, you will work within guidelines such as the Ambulance Act and Regulations, the Public Health Act, Employment Standards Act, Labour Relations Act, Occupational Health and Safety Act, policies and procedures and collective agreements, to exercise these duties and authorities using prudent judgment for the planning and scheduling of service delivery.

QUALIFICATIONS  

(Educational)  
• A Bachelor’s degree in Business Administration or Commerce or other related discipline.  
• Experience and/or education within the occupational Health and Safety environment is an asset.  
• A Master’s Degree in Business or other related field is preferred.  
• A combination of experience and education relevant to this position.

(Experience)  
• Minimum three to five years experience dealing with WSIB and non occupational illness/injury management and working knowledge in human resource management.  
  • Experience providing broad service systems in a human-services field.

(Skills & Competencies)  
Must possess an advanced level of knowledge and understanding in each of the following technical competencies:  
• Strong background dealing with human resource issues  
• leadership and interpersonal management skills  
• knowledge of human service programs, government and community partnerships  
• research, analysis and interpretation skills  
• experience in project management  
• experience in collective agreement negotiations
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(Skills & Competencies) continued

Must possess demonstrated core administrative competencies in the following areas:

- task management (developing, organizing, planning, delegating)
- project management
- systems management
- strategic planning
- design quality control standards/measures
- change management
- labour relations/human resources management.

Must possess the following generic competencies:

- advanced computer skills
- public speaking ability
- effective written and oral communication skills
- listening skills
- superior interpersonal skills
- coaching/motivational skills
- adaptability
- data collection and analysis

(Special Conditions)

- An annual influenza vaccination is recommended.
- Must provide own transportation and be able to travel throughout the service area and on to various locations.
- This position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance Certificate.
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OUTCOMES/RESPONSIBILITIES

• Serve as the lead representative when WSIB claims are required to progress to appeal levels within the WSIB and if necessary to the WSIAT level,

• Manage the service’s workplace safety and insurance board program and claims,

• Manage the service’s short term, long term and accommodation work programs.

• Work with all injured and/or ill employees to create personalized modified work programs,

• Serve as a service representative to the ministry of labour, ministry of the environment, ministry of health, the workplace safety and insurance board, and other governing bodies as required

• Coordinate and oversee third party WSIB and related paralegal services,

• Provide guidance and advise to the senior management team of actual and potential risks to the organization,

• Participate in labour-management relations and assist in solving issues that arise,

• Research and develop corporate policies and procedures to ensure the service is compliant with current legislative standards,

• Monitor the operation within the service’s Joint Occupational Health and Safety Committees (JOHSC) and provide guidance and direction to ensure their effectiveness and compliance with the requirements of the Occupational Health and Safety Act, and function as a liaison between management and the Committee to facilitate the resolution of issues and concerns; act as a resource to the JOHS Committees in the investigation of complaints.

• Coordinate required support/ service companies and oversee their personnel; such as, third party industrial rescue / emergency response companies, as well as, safety, health and environmental consultant companies,
• Gather quotes and provide cost analysis and information of paralegal, safety, health and other support services as required,

• Investigate all workplace accidents, incidents, near misses and report findings to senior management and when necessary the appropriate authority.

• Establish and maintain the service’s health, safety, environmental program to be reviewed annually

• Annually analyses records to identify trends and make recommendations for correction.

• Provide a safe and healthy workplace including workplace inspections,

• Provide support to the senior manager team on matters dealing with safety issues,

• Ensure workers are trained or certified, as required,

• Develop employee training programs in concert with the service’s Superintendent of Education,

• Maintain and keep up to date data collection listing employees, training requirements (as per job descriptions), and current status as it relates to areas with health and safety.

• Provide support and guidance to the service’s various human resource issues and labour relations,

• Ensure personal protective equipment provided to employees meets current standards.

• Ensure training programs are identified and implemented as required.

• Provide workers with safety, and health information,

• Identify what training is needed/needs to be updated. And will forward a memo to each person (copy to their supervisor) outlining the training plan for the year.

• Support the management team in their duties as required,

• Evaluate health and safety performance of supervisors, and

• Perform a workplace inspection quarterly with a union representative.

• Preform other administrative duties as required.
OTHER

- Complete assignments as delegated by the Manager of Administration, EMS

- Other duties as assigned.
The above description reflects the general details considered necessary to describe the principal functions and duties as required for proper evaluation of the job and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

APPROVED BY:

__________________________________  ____________________________
Employee                              Date

__________________________________  ____________________________
Department Manager                    Date
JOB TITLE
EMS HUMAN RESOURCES COORDINATOR

INDEPENDENCE OF ACTION

(Decisions made without reference to peers)

• Set work priorities, co-ordinate and review reports
• Formulate, revise and administer divisional policies
• Implement new work methodologies
• Work with outside contractors and consultants
• Respond to inquiries from general public, other departments and the Ministry

CONSEQUENCES OF ERRORS

• Substantial financial loss to the organization
• Time loss by other staff
• Damage of internal and external relations
• Affects on long-range planning
• Risk of injury to other

WORKING WITH OTHERS

(Inside organization)

• Senior Managers and other managers within the service
• Paramedics
• Support staff
• Union Representatives
MIDDLESEX-LONDON EMS
NON-UNION JOB SPECIFICATIONS

JOB TITLE EMS HUMAN RESOURCES COORDINATOR DEPARTMENT

WORKING WITH OTHERS - continued

(Outside organization)
- Ministry of Health and Long-Term Care
- Media
- Other EMS services
- Ministry of Labour
- Police Services
- Community Organizations/Agencies
- Contractors, Landlords
- Local Hospitals and Services Agencies
- Suppliers, Sales Representative
- General public
- Area Municipalities

PHYSICAL DEMANDS

- Intense concentration
- Business travel from time to time

HOURS OF WORK

- 40 hours per week
- Other unusual hours – may need to respond to incidents after work hours (very rare).