

Emergency Medical Care Inc. (EMC) is a wholly owned subsidiary of Medavie Health Services (MHS) that manages and operates ground ambulance, air medical transport and the medical communications operations in Nova Scotia through a performance-based contract with the provincial government's Emergency Health Services (EHS) Operations division and the Department of Health and Wellness. As well, EMC operates TeleHealth/811 medical communications for Nova Scotia and Prince Edward Island for the Department of Health.

We access all communities in Nova Scotia in a timely and efficient manner with our fleet of more than 180 ambulances and support vehicles operating out of 60+ stations. We respond to 165,000+ calls annually across the province, which are actively managed through the EHS Operations Medical Communications Centre, the hub of all emergency (911) and non-emergency (hospital transfers) medical calls.

The EHS Operations LifeFlight program provides even greater accessibility by responding to patients on scene or through inter-facility transports by our critical care team via helicopter, fixed wing, or ground ambulance.

In addition, paramedics in Nova Scotia participate in various programs both urban and rural such as community-based paramedic programs, collaborative emergency centres, and emergency preparedness and special operations, to name a few.

There are lots of opportunities waiting for you in Nova Scotia. Apply now to learn more about our service and available positions.

Reporting to the Senior Manager Medical Communications Centre, the Manager MCC Quality Programs is responsible for the overall management, design, development, implementation, evaluation and maintenance of comprehensive programs related to clinical and operational quality management, accreditation, compliance, policy, onboarding education and ongoing training, research and program development for the Medical Communications Centre. This position will play a key leadership role in projects and initiatives involving the MCC.

The incumbent will be responsible to coordinate the clinical care delivered through all aspects of the EHS MCC, working in close collaboration with Clinical Services, TeleHealth, and the EHS Provincial Medical Director to integrate the MCC Clinical Team programs into the operations of the MCC.

The incumbent will lead a team of supervisors, leads, and Communications Training Officers. The Manager of MCC Quality Programs will work closely with the MCC Manager and supervisor team to ensure change and improvements are effectively implemented and MCC team members are supported through feedback and training.

DUTIES AND RESPONSIBILITIES:

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

- Oversees training and education programs for all Medical Communications Centre staff, including a comprehensive orientation and training program and on-the-job training for new employees and continuing education programs to ensure technical and professional competency.
- Compiles, assesses and reports on education and training feedback, findings, and research, and develops recommendations and actions for improvement of both new employee training and continuing education programs.
- Oversees the development and implementation of quality management programs to ensure communications officers and transfer administrators are providing appropriate services in a manner that is consistent with the industry standards, clinical care standards, Emergency Health Services (EHS), and organizational processes.
- Oversees Medical Priority Dispatch System (MPDS) and dispatch quality programs to ensure compliance to achieve and maintain International Academy of Emergency Dispatch (IAED) accreditation standards.
- Responsible for the integration of MCC clinical programs and service delivery of the MCC Clinical Team within the MCC, working in close collaboration with Clinical Services, TeleHealth, and the EHS Provincial Medical Director.
- Provides leadership for risk management and compliance activity within the MCC including operational and patient safety investigations, patient relations, risk analysis, policy and standards management, and legislative compliance, working in close collaboration with the EMC Risk Management team.
- Demonstrates leadership within own team, including recruitment, performance management, training and development, employee relations, employee engagement, etc.
- Conducts program audits and system reviews to ensure compliance with mandated legislated regulatory protocols and industry practices, which may result in recommendations arising out of these reviews to ensure compliance and efficiency
- Investigates concerns, identifying areas where improvement is needed to meet established objectives and initiate action to ensure medical communications center (MCC) team meet performance expectations
- Monitors the industry for developments that can be implemented with MCC and the Clinical Team to improve EHS service delivery and patient care
- Provides manager-level leadership and subject matter expertise on project teams related to the MCC and the quality, education, clinical care and standards areas.

QUALIFICATIONS AND REQUIREMENTS:

Education & Experience:

- Undergraduate degree or equivalent education in related field (e.g. business, healthcare administration, public administration, research, education, etc.) or equivalent combination of technical education, training, and experience.
- Minimum of five years management experience in a health operational or service delivery organization
- Management leadership experience in a large operational and geographically dispersed organization, ideally in healthcare or public safety telecommunications considered an asset
- Experience as an emergency medical dispatcher is a strong asset, as is education related to emergency medical and/or public safety communications
- Training in topics required that are relevant to EMS leadership and health services management required, including, project and change management, information technology, finance, and human resources
- Knowledge of continuous quality improvement processes a strong asset.
- Knowledge of EMS system design and system status management principles considered a strong asset.
- Knowledge of operational management principles an asset
- Experience with successful development and implementation of strategic and business plans in a large operational organization an asset.
- Contract management experience considered an asset.

Our goal is to be a diverse workforce that is representative of the citizens we serve. We are committed to building an inclusive team that represents a variety of backgrounds, cultures, races, perspectives and skills. We encourage applications from all qualified candidates including women, persons of any sexual orientations and gender identities and/or expressions, Indigenous persons, African Canadians, other racialized groups, persons with disabilities. Candidates who identify as being from any of these groups are encouraged to voluntarily self-identify.