

Senior Program Officer – Emergency Medical Services

Requisition #: ALB00385509

Location: Negotiable within Alberta

Location Details: Eligible to work hybrid (on/off site)

Posting Close Date: October 16, 2023

Salary Range: \$85.78 - \$131.22 per hour

Job Type: Regular Full Time

Your Opportunity:

Influence far-reaching strategic plans and help Alberta Health Services (AHS) deliver on its commitment to improve Emergency Medical Services (EMS) response time and service delivery across the province. AHS is currently seeking a healthcare leader who brings significant strategic and operational leadership expertise to the position of Senior Program Officer, (SPO), EMS. This key leadership role will be accountable and responsible to provide strategic and operational leadership, taking continuous action to improve the EMS system in the province and foster a people-centric and inclusive culture, while overseeing safe, high quality emergency healthcare service delivery across Alberta. As the SPO, you will work in a dyad partnership with the Senior Medical Director to increase EMS system capacity and improve emergency services for all Albertans.

AHS is organized into five geographic Zones. As this is a provincial position, the physical work location is negotiable within the five Zones. Outside Edmonton and Calgary's major urban centres, the North, Central, and South Zone each offer bustling cities, charming small towns, diverse landscapes, and an excellent quality of life – choose your ideal setting!

AHS is Canada's first and largest fully integrated provincial healthcare system, serving over 4.4 million Albertans. Since 2017, we have been recognized as a top employer for our efforts to create an innovative and diverse workplace that values the contributions of our employees. These awards are a strong endorsement of the care provided to Albertans by our staff, physicians, and volunteers every day. Oversee diverse province-wide services across Zone and provincial teams and advise AHS leadership on core strategies to enable and support Emergency Medical Services – and the people who deliver them.

Description:

The Senior Program Officer (SPO), Emergency Medical Services, (EMS) is accountable for the strategic and operational leadership, performance, and results of a large and integrated provincial emergency medical service consisting of over 5,600 EMS professionals across both zone-based and provincial teams that support nearly half a million ground and air emergency and transfer calls annually.

As the SPO, you will work in a dyad partnership with the EMS Senior Medical Director (SMD) to increase EMS' system capacity, manage EMS event demand, support strategic system enablers, and improve EMS response times. Leveraging a borderless system design and efficient dispatch centre operations, you will oversee fleet management, response decisions, medical oversight, and equipment. You will manage human, physical, and fiscal resources in

alignment with best practices and AHS EMS policies, procedures, and guidelines. You will influence AHS strategic planning and decision making and advise AHS and EMS leadership on transformative strategies to address current and future organizational and system needs.

You will develop, implement, and evaluate strategies to foster commitment to a people-centric and inclusive culture, support the mental health and wellness of EMS employees, and improve the EMS work environment across the province. You will support the successful attainment of the workforce support objectives outlined in the EMS Service Plan, the AHS EMS Operating Plan, and the AHS Health and Business Plan.

Together with the SMD, you will represent AHS to internal and external stakeholders, fostering positive relationships and working in close collaboration with key stakeholders such as the Government of Alberta Ministries, professional associations and colleges, unions, educational institutions and contracted service providers to advance organizational objectives.

Required Qualifications:

The successful candidate will have a Masters/Graduate degree in health care management, business administration or a related health care field; and have demonstrated progressive senior leadership experience in a healthcare environment, including five (5) years in a senior management role in clinical services or healthcare operations.

Additional Required Qualifications:

The successful candidate will possess extensive experience in senior leadership involving a large and diverse range of functions preferably in a health care setting. Experience working within a dyad leadership model and/or extensive experience working in partnership and in a shared decision-making environment with physicians and medical leaders is required.

The ideal candidate is a people leader with a demonstrated ability to lead, engage others, develop coalitions, achieve results, and bring about transformational change at a systems level, consistent with the LEADS framework.

Committed to fostering a people-centric culture, the ideal candidate has a successful record of creating a diverse and inclusive workforce and of leading major transformations and cultural change.

The ideal candidate will have experience developing and implementing strategic plans and have demonstrated effective organizational and change management skills. You will also have the experience of creatively managing diverse human, financial, and physical resources within a complex environment and a collective agreement, and have proven ability with decision-making, coaching and teaching, and the ability to inspire and build confidence in others.

Proven experience forging partnerships to achieve organizational goals, establishing positive and mutually beneficial relationships and fostering a climate of cooperation with public agencies, government, boards, committees and other partners is required.

Preferred Qualifications:

Senior EMS leadership experience, experience working in Emergency Medical Services or a current registration with the Alberta College of Paramedics is considered an asset. Equivalencies of education and experience will be considered.

How to Apply:

Please visit our online job board to learn more and apply:

<https://careers.albertahealthservices.ca/jobs/senior-program-officer-405035>