



Applications are invited from qualified individuals to fill the following position
**One (1) Permanent Full-Time Operations Supervisor of CACC Dispatch- Clinical Services
NBRHC – North Bay**

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 injury and illnesses. North Bay CACC provides ambulance dispatching services to three districts and fire call taking and alerting to 19 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.

Qualifications Include:

- 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 Check including the Vulnerable Sector Check: recent, within three (3) months is a Requirement.

[**Apply Here**](#)

For an opportunity to be part of our exciting future, please submit your resume and covering letter quoting **File NU M-18-051** to:

Human Resources

50 College Drive
P.O. Box 2500
North Bay, ON P1B 5A4
Email: careers@nbrhc.on.ca
Fax: (705) 495-7977

We are an equal opportunity employer. We thank all applicants for their interest. An acknowledgement will be sent only to those candidates who will be interviewed.