



Corporation of the County of Essex

Job Description

Position: Manager, Employee Wellness

Department: Chief, EMS

Position Synopsis and Purpose

Reporting to the Chief of Emergency Medical Services (EMS), the Manager, Employee Wellness is tasked with advising, strategizing, analyzing, developing, managing, and evaluating wellbeing programs specifically designed for paramedics. These programs aim to enhance the psychological and physical health of EMS employees. In collaboration with consultants and the EMS senior leadership team, the Manager identifies needs and develops, coordinates, and implements specialized wellbeing training and education programs. Additionally, the Manager oversees the EMS Peer Support program and manages all return-to-work and attendance support initiatives for the EMS department. The role also involves building capacity for resilience and other preventive measures for EMS staff, ensuring that all efforts align with Corporate policies, procedures, and legislative requirements for maintaining psychologically healthy workplaces.

Major Responsibilities

Description	Approximate Time Spent (%)
1. Strategic planning of Psychological Wellbeing Programs and Initiatives for EMS, including return to work, attendance management, and mental health programs.	
2. Responsible for compliance with Presumptive legislation for first responders and associated programs for work related post-traumatic stress disorder (PTSD). Program oversight includes Prevention, Support, Recovery and Safe Return to work procedures.	
3. Collaborates with partners on CISM (Critical Incident Stress Management) with Local Police and Fire services to deliver programs and meet unique needs of EMS.	
4. Oversees capacity building for resiliency and other preventive measures for EMS staff.	

Description	Approximate Time Spent (%)
5. Analyzes, develops, manages and evaluates EMS specific Programs that support psychological and physical health for employees; by assessing employees' needs, in consultation with EMS senior leadership team and/or external vendors/providers.	
6. Develops EMS policies to support employee wellbeing; including development and coordination of communication strategies.	
7. Supports and participates in any EMS Wellness Committees and initiatives.	
8. Ensures legislative requirements regarding psychologically healthy workplaces are being met.	
9. Manages the development, implementation and evaluation of the delivery of education programs and workplace awareness for staff and management on well-being initiatives, in collaboration with the EMS senior leadership team.	
10. Manages and coordinates resources required to deliver the wellness programs across the EMS.	
11. Oversees the administration of Peer Support Program and continuous program enhancements.	
12. Develops, maintains and monitors various statistical databases, to identify needs and trends; and prepares statistical reports relating to wellness.	
13. Maintains partnerships with suppliers that provide resources for mental health support, such as CAMH (Centre for Addiction and Mental Health).	
14. Drafts grant applications for specialized funding for Mental Health Initiatives for First Responders.	
15. Develops and recommends EMS Mental Health Programs, practices and strategies, under the direction of the Chief, and in collaboration with the EMS senior leadership team.	
16. Conducts regular analysis, surveys and assessments to determine psychological needs and areas requiring planning and support.	

Description	Approximate Time Spent (%)
17. Assesses and contracts with external education vendors/providers for wellness, in collaboration with the EMS senior leadership team.	
18. Researches and maintains currency of knowledge on workplace well-being issues; health promotion, and National Standard for Canada for Psychological Health and Safety in the Workplace.	
19. Manages research, development, implementation, continuous promotion and evaluation of employee wellness, peer support, return to work, attendance, and psychologically healthy workplace programs.	
20. Provides input into budget and master plan development, as well as general policies and procedures.	
21. Provides written quarterly and monthly performance reports on Paramedic Wellness.	
22. Manages financial sustainability of the Peer Support Program.	
23. Manage paramedic recognition programs, including Commencement Ceremonies, Survivor Day and Community Recognition events.	
24. Champion departmental diversity, equity and inclusion initiatives, ensuring alignment with corporate policy and best practices.	

Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

Decision Making and Independence

1. Examples of the types of decisions that are made or issues/situations that are dealt with on a regular basis and how judgement is used to resolve them:

- The Manager, Employee Wellness is responsible for advising, strategizing, analyzing, developing, managing, and evaluating wellbeing programs specifically designed for paramedics

2. Examples of situations or problems that are referred to the Manager, Employee for direction or resolution:

- The Manager is tasked with providing 'wrap around support' for employees in relation to paramedic wellbeing and resiliency.

Required Training

- Attends workshops and seminars where appropriate and advised to remain current with workplace well-being issues; health promotion, and National Standard for Canada for Psychological Health and Safety in the Workplace.
- Completes required compliance training upon request and attends professional development training as required.

Qualifications

Education (Degree/Diploma/Certification)

- Successful completion of a University Degree in Health Sciences, Psychology, Workplace Wellness, Health Promotion, Human Resources, or related field or approved equivalent combination of education and experience.

Experience

- Minimum 5 years' experience working in a similar capacity, including conducting research and analysis of statistical data and trends, and supporting wellness in both occupational and non-occupational, preferably in a unionized environment.
- Experience in development of policies, including research, writing, interpreting and evaluating policies.

Knowledge/Skill/Ability

- Knowledge of applicable Standards, Acts, Regulations, Directives, Policies, Legislation, and operations pertinent to Paramedics.
- Knowledge in developing annual business/work plans and in developing service plans and staffing proposals.
- Knowledge of Occupational Health and Safety Act and best practices for workplace and psychological well-being and Occupational Stress/PTSD prevention strategies.
- Knowledge of the EMS programs and services and the community served.
- Leadership competencies including operating strategically, leveraging diversity and differences, customer focused, ensuring accountability, managing complex problems, financial management, employing interactive and effective communication, fostering collaborative relationships,

cultivating engagement to drive vision and purpose, establishing and maintaining trust, displaying self-awareness, and demonstrating resiliency.

- Valid Ontario Class "G" driver's license and reliable vehicle to use on corporate business.
- Police Vulnerable Sector Screening.
- Computer literacy utilizing MS Office software applications.
- Demonstrated skills in researching, writing/editing and program development.
- Contemporary staff supervisory skills
- Ability to work outside regular business hours, as required.

Work Setting

Contacts

(**Constant** – every day/most of the day, **Frequent** – Daily, **Regular** – Weekly, **Occasional** – Bi-weekly to Monthly)

Contact	Frequency	Context and Nature of Interaction
Elected Officials	Occasional	To schedule appointments or make administrative arrangements
Regulatory Bodies/Government Agencies	Occasional	To request information to complete task
Senior Leadership Team	Frequent	To collaborate, receive instructions or direction
Managers/Supervisors	Regular	To receive instructions or direction and to request information to complete task
External Professional Agencies	Frequent	To request information to complete task
External Municipal Administrators	Occasional	To request information to complete task
Members of the Public	Occasional	To provide technical or general information; or receive general information relating to matters of County interest

Contact	Frequency	Context and Nature of Interaction
Peers	Frequent	Day to day interactions, assistance and collaborations

Working Conditions/Physical & Mental Effort

(**Constant** – every day/most of the day, **Frequent** – Daily, **Regular** – Weekly, **Occasional** – Bi-weekly to Monthly)

Hours of Work	Required (Yes or No)
Normal (i.e. 8:00 am – 5:00 pm, Monday to Friday)	Yes
Evenings/Weekends	No
On-Call	No
Over-time (How often? Expand below)	Yes

Notes: Overtime is occasional. Limited travel may be required.

Work Environment	Frequency	Percentage
Indoor Work	Constant	95
Outdoor Work	N/A	5
Attend Internal/External Meetings	Regular	30
Frequency of Interruptions	Occasional	10
Time spent Travelling	Occasional	5
Interactions with Irrate/Aggressive Persons	Occasional	20

Notes: Work environment is consistent with standard office conditions. Occasional need for pivoting when circumstances require it, is expected.

Hazards	Frequency
Noise	N/A
Fumes	N/A
Dirt, Dust	Occasional
Hazardous chemicals	N/A
Disagreeable weather conditions	N/A

Notes: Dust conditions may be encountered when working in file archives on an occasional basis.

Physical Requirements	Frequency
Operating and/or Maintaining Vehicles and Equipment	N/A
Standing	Regular
Sitting	Constant
Walking	Regular
Climbing	Occasional
Requirement to lift objects (list max weight in notes)	Occasional
Pushing and/or Pulling objects to complete tasks	Occasional
PPE worn on a regular basis (list type in notes)	Occasional
Tools used (list type in notes)	N/A
Computer/Technology usage	Constant
Photocopier/Scanning usage	Frequent
Binding Machine	Occasional
Phone usage	Constant

Notes: Occasional retrieval and work with archived files requires lifting, pulling and/or pushing of boxes up to 40 lbs. Standard office equipment is used.

Occasional need to wear PPE if attending health care settings with PPE requirements.

Mental Requirements	Frequency
Requires awareness of surroundings	Frequent
Visual effort required on a concentrated basis	Frequent
Requirement to listen attentively	Frequent

Notes: Focus and attention to detail, as well as awareness of immediate surroundings is required due to the confidential nature of work being performed.

Core Competencies

- Detail oriented
- Accuracy & Attention to Detail
- Professionalism
- Cooperation
- Multitasking
- Prioritization
- Investigation and research
- Organization
- Communication
- Confidentiality
- Reliability
- Self-motivated
- Accuracy

Organizational Relationships

1. Chief Administrative Officer
2. Chief, Emergency Medical Services
3. Manager of Administration, Deputy Chiefs
4. **Manager, Employee Wellness**
5. Ability and Wellness Specialist, District Chiefs, Captains
6. Paramedics

Position Classification

Position Title	Manager, Employee Wellness
Department	EMS

Division	N/A
Classification	Non-Union
Salary Band	
Hours Per Week	40 (M-F 8:00AM – 5:00PM)
Work Location	Essex County Civic Centre
Reports To (Direct)	Chief, EMS
Supervised By (Indirectly)	Director, Human Resources
Supervisor of	Ability and Wellness Specialist
Date of Initial Approval	
Revision Date and Reason	