

## **ST. JOHN COUNCIL FOR ONTARIO POSITION DESCRIPTION**

**Position:** Division Superintendent (volunteer)  
Patient Care Provider Division

**Reports To:** District Commissioner & Branch Chairperson

**Position Requirements:** Basic preparation and experience in volunteer sector management and leadership development.  
St. John Ambulance Community Service experience preferred  
Current information management experience an asset e.g. computer skills  
Excellent communication and interpersonal skills.  
Solid organizational and problem-solving capabilities.  
Able to meet deadlines and demonstrate adaptability.  
Perform in team situations and demonstrate a dynamic and energetic leadership style.  
Able to adapt to a flexible volunteer schedule.

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### **Position Function:**

To direct and coordinate local administrative, operational and logistical activities related to:

- i. the assessment, development and provision of community services,
- ii. volunteer development initiatives, and
- iii. membership services, including volunteer recognition systems.

### **Position Description:**

Responsible for the implementation of programs for local community service volunteers, including programs targeted at volunteer recruitment, screening and retention.

Coordinate the development and implementation of programs and initiatives to support local community service training and operations.

Provide direction and support on community service matters to members within their respective community related to, policies and procedures, financial management, personnel records, public service initiatives, training (e.g. patient care standards), and specialized programs, emergency measures initiatives, vehicle, dress and equipment standards, radio communications, patient care records, and awards and ceremonies.

Coordinate operations at public events, catastrophes or disaster situations requiring community services, including the maintenance of a community service emergency call-out plan, and the maintenance of partnerships with other emergency service organizations, and the community.

Participate, in conjunction with the Branch, in the assessment of community needs, and associated resources.

Responsible for the direction and development of divisional volunteer leaders and service providers, including recruitment, assessment, support and succession planning.

Coordinate the activities of the divisional leaders and service providers, including assisting with the training of volunteers at training meetings, workshops, briefings or conferences.

Support and coordinate local community information and forms management initiatives.

Develop and administer, in conjunction with the local Branch, the divisional budget and planning process.

Manage, in conjunction with the local Branch, divisional equipment and resources, including equipment for the provision of community service (e.g. first aid supplies, mobile first aid posts, uniforms, etc.)

Maintain liaison and reporting relationships with the District Commissioner and local Branch, on community service issues (e.g. reports related to public service provision, etc.)

Assist with the development and orientation of new Branch volunteers.

Assist in fostering organizational relations, including the identification of solutions to improve relations.

Assist in the resolution of local issues and concerns in conjunction with Branch volunteers, and if necessary, the District and/or Provincial Headquarters.

Actively participate, as required, with the operational review process, including the implementation of follow-up remedial action(s).

Coordinate the development and distribution of local community service related communications and publications.

In conjunction with the Branch, develop articles for St. John communications, to inform readers of current events/issues affecting the volunteer network.

**Other Duties:**

Actively participate as a member of the Branch Board, and ad hoc committees/working

groups, as required.

Participate in Branch and District meetings, as required.

Carry out other responsibilities as assigned by the District Commissioner.