



St. John Ambulance – Niagara Falls Branch

Adult Patient Care Community Service Unit Coordinator

(Formerly Divisional Superintendent)

This Provincial Position Description, does not supersede that of StJCI 2-11-6, but is designed to be used in cooperation with the National Position Description. Its purpose is to further define the specific functions and requirements of an Adult Patient Care Divisional Superintendent within the St. John Council for Ontario.

Accountability:

1. Ultimately responsible and liable to the Branch Chair,
2. Report directly to the Branch Chair or their Designate (i.e.: Community Service Committee Chair),
3. Accountable to the Regional Community Services Coordinator,
4. Liase with:
 - a. Provincial Staff Officers when applicable,
 - b. Branch Staff when applicable,
 - c. Branch Board Members when applicable,

Essential Qualifications:

1. Minimum 21 years of age,
2. Thorough knowledge of all St. John policies, procedures, instructions, directives, resources, etc,
3. Basic preparation and experience in volunteer sector management and leadership development,
4. Solid organizational, problem solving, and communication,
5. Ability to meet deadlines under pressure and demonstrate adaptability,
6. Perform in team situation and demonstrate a dynamic and energetic leadership style,
7. Ability to adapt to a flexible volunteer schedule,
8. Current information management experience an asset (*computer skills*),
9. Understanding of basic business skills,
10. Prior St. John Community Service experience.

Purpose and Function:

1. Direct and coordinate all local administrative, operational and logistical activities related to;
 - a. The assessment, development and provision of community services,
 - b. Volunteer development initiatives, and
 - c. Membership services, including volunteer recognition and discipline,
2. Organize the division to ensure a smooth and effective team operation, and represent the interests of the division at all times,
3. Work in a mutually supportive and beneficial role, while providing leadership to the divisional management team,
4. The CSU Coordinator is the first line of liability within Community Services.

Responsibilities and Duties:

Oversee the overall leadership, organization, operation, administration, efficiency and discipline of the division. This includes, but is not limited to the following (*NOTE: These tasks may be delegated, but the responsibility ultimately rests with the CSU Coordinator*),

1. Responsible for the implementation of programs for local community services volunteers, including programs targeted at volunteer recruitment, screening and retention.
2. Coordinate the development and implementation of programs and initiatives to support local community services training and operations.
3. Provide direction and support on community services 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.

4. Coordinate operations at public events, catastrophes or disaster situations requiring community services, including the maintenance of a community services emergency call-out plan, and the maintenance of partnerships with other emergency service organizations, and the community.
5. Participate, in conjunction with the Branch, in the assessment of community needs and the development of client relationships, and associated client-service activities.
6. Responsible for the direction and development of divisional volunteer leaders and service providers, including recruitment, assessment, support and succession planning.
7. Coordinate the activities of the divisional leaders and service providers, including assisting with the training of volunteers at training meetings, workshops, briefings or conferences.
8. Support and coordinate local community information and forms management initiatives.
9. Develop and administer, in conjunction with the local Branch, the divisional budget and planning process.
10. Manage divisional equipment and resources; including equipment for the provision of community services (e.g. first aid supplies, mobile first aid posts, uniforms, etc.)
11. Maintain liaison and reporting relationships with the Regional Community Services Coordinator on community services issues (e.g. reports related to public service provision, etc.)
12. Assist with the development and orientation of new Branch volunteers.
13. Assist in fostering organizational relations, including the identification of solutions to improve relations.
14. Assist in the resolution of local issues and concerns in conjunction with the Regional Community Services Coordinator, and if necessary Provincial Staff Officer's and / or local Branch volunteers.
15. Actively participate, as required, with the operational review process, including the implementation of follow-up remedial action(s).
16. Coordinate the development and distribution of local community services related communications and publications.
17. In conjunction with the Branch, develop articles for St. John communications, to inform readers of current events/issues affecting the volunteer network.
18. Actively participate as a voting member of the Branch Community Service Committee on a monthly basis, and ad hoc committees / working groups, as required.
19. Carry out other responsibilities as assigned by the Community Services Committee Chair and / or Regional Community Services Coordinator