



Middlesex-London Paramedic Service

Employment Opportunity



Superintendent, Investigations

Reference ID: 2026-INV-01-EX

Classification: Non-Union

Department: Clinical Quality Support

Reporting To: Commander, Clinical Quality Support

Location: MLPS Headquarters

Posting Date: May 19, 2026

Positions: One (1)

Position Details: Permanent, Full-time

Standard Hours: 40 hours per week

Salary: \$54.11 - \$63.30 per hour

Deadline: June 16, 2026

About Us

Middlesex-London Paramedic Service provides 24-hour emergency and non-emergency paramedic care to the residents and visitors of Middlesex County and the City of London.

MLPS is committed to delivering professional, patient-centred care through teamwork, operational readiness, clinical excellence, and ongoing investment in staff development and support. Our teams work in a dynamic and collaborative environment that values professionalism, accountability, mentorship, and continuous improvement.

Job Summary

Under the direction of the Commander, Clinical Quality Support, the Superintendent, Investigations is responsible for conducting formal investigations assigned under the MLPS Investigations Framework.

The role conducts fair, objective, and appropriately scoped investigations relating to patient care concerns, operational incidents, workplace matters, and other issues requiring formal review. Investigations are conducted using a Just Culture approach that supports organizational learning, accountability, procedural fairness, and continuous improvement.

The Superintendent, Investigations is responsible for gathering evidence, conducting interviews, preparing investigation documentation and reports, and maintaining investigative records in accordance with MLPS policies, procedures, and applicable legislation.

The role works collaboratively with Commanders, Superintendents, and operational staff throughout the investigative process and supports leadership by providing factual investigative findings and documentation as required.

The position requires the ability to work within applicable legislation, Ministry of Health standards, organizational policies and procedures, and collective agreement environments relevant to the role.

Education

- Post-secondary education in a related field or an equivalent combination of education, training, and experience.
- Completion of investigative training or certification programs would be considered an asset.

Experience

- Experience conducting workplace, operational, clinical, or administrative investigations in a public sector, healthcare, emergency services, or similarly complex operational environment.
- Experience conducting interviews, gathering evidence, preparing investigative documentation, and maintaining confidential records.
- Experience working within a structured policy, legislative, or regulated environment would be considered an asset.

Knowledge, Skills, and Abilities

- Strong written and verbal communication skills, including the ability to prepare clear, objective, and well-organized investigative documentation and reports.
- Demonstrated ability to conduct interviews, gather and assess information, and manage confidential and sensitive matters with professionalism and discretion.
- Strong interpersonal and relationship-building skills, with the ability to communicate effectively with staff at all levels of the organization.
- Sound judgment and the ability to approach investigations in a fair, objective, and professional manner.
- Working knowledge of applicable legislation and Ministry of Health standards, or the ability to effectively interpret and apply legislation and standards relevant to the role.
- Knowledge of the Personal Health Information Protection Act (PHIPA) and related confidentiality requirements.
- Strong organizational and time management skills, with the ability to manage multiple files and competing priorities in a dynamic operational environment.
- Proficiency in Microsoft Office applications, including Word, Excel, Outlook, and PDF document management.

Additional Requirements

- Must maintain a valid Ontario Class G driver's license and provide an acceptable Driver's Abstract as a condition of employment.
- Successful candidates will be required to complete a satisfactory criminal record check as a condition of employment.

Major Responsibilities

- Conducts formal investigations assigned under the MLPS Investigations Framework in a fair, objective, and professional manner.
- Gathers and reviews evidence, conducts interviews, and prepares investigative documentation and reports in accordance with established investigative processes and timelines.
- Maintains accurate and confidential investigative records and documentation.
- Works collaboratively with Commanders, Supervisors, Human Resources, and operational staff throughout investigative processes, as appropriate.

- Assists leadership by providing factual findings, investigative summaries, and supporting documentation related to assigned investigations.
 - Participates in investigative follow-up processes, including clarification requests, additional information gathering, and procedural coordination, as required.
 - Ensures investigations are conducted in accordance with applicable legislation, Ministry standards, organizational policies, and collective agreement provisions.
 - Supports a professional and respectful workplace culture by conducting investigations in alignment with Just Culture principles, procedural fairness, and organizational learning.
 - Performs other related duties as assigned.
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How to Apply

If you are interested in this opportunity, please submit your cover letter and resume by email to applications@mlems.ca by 4:00 p.m. on June 16, 2026.

This position is an existing vacancy.

For a copy of the complete job description, applicants may contact applications@mlems.ca.

Closing Statement

Middlesex-London Paramedic Service is an equal opportunity employer. We are committed to a diverse and inclusive workplace for everyone.

In accordance with the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act and MLPS's Accommodation Policy, a request for accommodation will be accepted as part of the hiring process. Accommodations are available throughout the recruitment process.

If selected for an interview or to participate in an assessment process, you must provide your accommodation needs in advance, to avoid any delays in the recruitment process. You may also be required to submit adequate medical/other documentation to MLPS to support your request for accommodation. This information will be treated confidentially and only used for the purpose of providing an accessible recruitment experience.

Applicant information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be held in confidence and only be used for candidate selection purposes only.

We thank all applicants who apply, but only those selected to be interviewed will be acknowledged.

Accessibility: Documents are available in various accessible formats upon request. To make a request please contact MLPS HR at hr@mlems.ca.
