

SENIOR MANAGER, EMERGENCY & PROTECTIVE SERVICES

REPORTS TO: Chief Administrative Officer
APPROVED BY: Chief Administrative Officer
EXEMPT (Y/N): Yes
SALARY LEVEL: Exempt Grid
Replaces: *New*

DATE: April 2024
DEPARTMENT: Protective Services
DIVISION: N/A
Date: April 2024

SUMMARY: Reporting to the Chief Administrative Officer (CAO), is responsible for the overall management and implementation of the regional emergency management program, fire protection delivered by four fire departments, and the E911 regional telecommunications system to ensure the safety and well-being of first responders, residents, and property within the district. As part of the Senior Leadership Team, promotes strategic thought and action in the organization, ensures a coordinated effort in the delivery of services, communicates effectively, and uses strong collaboration skills with SCRD staff, Search and Rescue Societies, the Province of BC, the Ministry of Emergency Management and Climate Readiness (EMCR), Office of the Fire Commissioner, E-Comm, service providers, agencies, community groups, volunteers, and volunteer organizations.

KEY RESPONSIBILITIES *include:*

1. Develops and implements comprehensive emergency management plans, protocols, and procedures to effectively respond to a wide range of emergencies, including natural disasters, public health crises, and other incidents.
2. Coordinates with local, provincial, and federal agencies to ensure a coordinated response during emergencies including the establishment and operation of an Emergency Operations Centre (EOC) when required.
3. Oversees the operation and administration of fire protection services within the regional district, providing strategic direction for fire prevention, suppression, and investigation activities, and collaborating with fire departments, volunteer firefighters, and other stakeholders to enhance fire protection capabilities and ensure compliance with relevant regulations and standards.
4. Develops and manages budgets for emergency and protective services programs, monitoring expenditures, allocating resources effectively, identifying opportunities for cost savings and efficiencies, and ensuring that funding priorities align with strategic objectives and operational needs.
5. Leads, coordinates, and supports administration of grant and partner funding opportunities, working closely with internal departments from the initial sourcing through to receipt and implementation.
6. Oversees the current E911 regional telecommunications system, liaising with the associated agencies as required, and planning for, migrating, and then sustaining the NG911 services.
7. Provides leadership and guidance to the Manager, Sunshine Coast Emergency Program, four professional Fire Chiefs, and the FireSmart Coordinator, to foster a culture of teamwork, accountability, continuous improvement, and the support of professional development initiatives to enhance the skills and capabilities of divisional staff.
8. Oversees the recruitment, selection, and performance engagement of SCRD staff, including disciplinary action as required, in accordance with applicable Regional District bylaws, policies, statutory requirements, and the collective agreement.

9. Responds to inquiries, complaints, and feedback from residents in a timely and effective manner, builds strong relationships with community stakeholders, including elected officials, emergency response organizations, community groups, and the general public, engaging in public education and outreach efforts to raise awareness about emergency preparedness, fire safety, and other relevant issues, and serves as chair for meetings of the Sunshine Coast Emergency Program Committee.
10. Develops policies, procedures, and guidelines related to emergency management, fire protection, and protective services and stays informed about legislative changes, best practices, and industry trends in order to recommend updates and revisions to existing policies to reflect evolving needs and priorities.

QUALIFICATIONS, EDUCATION AND EXPERIENCE

- Bachelor's degree in emergency management, fire science, public administration, or a related field from a recognized institution with preference given to a Master's degree.
- Minimum of seven (7) years of progressively responsible experience in emergency management, fire services, or related fields, including at least three (3) years in a supervisory or managerial role, along with relevant experience in project management, project/program delivery, operational and strategic planning, client relationship excellence, and resource management.
- Certification as a Certified Emergency Manager (CEM), Fire Officer (FO), or equivalent designation preferred, ideally supplemented by additional related emergency training, including completion of, or willingness to obtain, Emergency Operations Centre (EOC) Essentials certification, EOC Operations, and Emergency Support Services (ESS).
- An equivalent combination of education and experience may be considered.
- Valid driver's license and willingness to travel within the region as needed.

OTHER SKILLS/KNOWLEDGE/ABILITY

- Extensive knowledge of the BC Emergency Management System, the Incident Command System, the roles, and responsibilities of the local authority of the Emergency and Disaster Management Act, the Local Government Act, and other related legislation pertaining to public service delivery and operations.
- Extensive knowledge of emergency management principles, incident command systems, relevant legislation and regulations, and a thorough understanding of emergency dispatch and emergency telecommunications systems.
- Strong leadership abilities with proven experience in team building, conflict resolution, and decision-making, to collaborate with volunteers, Regional District staff, elected officials, internal and external stakeholders to achieve common goals and objectives.
- Excellent communication skills, including the ability to effectively convey complex information to diverse audiences, and proven ability to exercise tact, discretion and sound judgment while dealing with sensitive issues in a political environment.
- Demonstrated proficiency in budgeting, financial management, resource allocation, and reading, analyzing, and interpreting financial statements and statistical data.
- Exceptional presentation skills, especially the ability to prepare written reports and make oral presentations.
- Working knowledge of labour relations principles and practices, especially in a unionized setting.
- Strong organizational skills to oversee the efficient functioning of the Protective Services Department and able to effectively delegate tasks to department staff to meet established goals and objectives.
- Strong computer skills in Microsoft Office Suite and other software.