

## **Director of Emergency Services/Fire Chief/Community Emergency Management Coordinator**

### **Position Description**

Reports to: Chief Administrative Officer Status: Full Time  
Last Revised: February 5, 2019 Hours: 37.5 per week

### **Summary of Duties**

The Director of Emergency Services is responsible to Council for the leadership and operation of the municipal fire department in accordance to the Ontario Fire Protection and Prevention Act, specifically in the areas of fire prevention, fire suppression, rescue, medical response, training, administration, apparatus, equipment and communications.

As the senior officer in the fire department, the role of the Director of Emergency Services is mainly administrative in nature, involving responsibility for the planning, coordinating, operating and efficiency of the department.

The Director of Emergency Services is responsible for the administration of the municipal crossing guard program.

The Director of Emergency Services is responsible to oversee the Town Health and Safety program.

The Community Emergency Management Coordinator is responsible for the statutory requirements of the Emergency Management and Civil Protection Act, including the development of appropriate plans and reports to deal with mitigation, preparedness, response and recovery.

### **Qualifications**

1. Community college graduate or equivalent in a directly related field, including certification such as Ontario Fire College leadership and/or other Fire College programs or equivalent education and experience would be preferred
2. Minimum of five years fire department experience would be preferred
3. Previous supervisory experience, typically at least 10 years, including at least five years as a fire department officer would be preferred
4. Good knowledge of the municipal and emergency services environments
5. Computer skills, especially Microsoft Office 365 (Outlook, Word, Excel, PowerPoint) and other custom software that may be in use from time to time
6. Knowledge of provincial legislation relating to the Municipal Act, the Fire Protection and Prevention Act, the Building Code Act, and municipal by-laws and enforcement processes
7. Good organizational, interpersonal and public relations skills; strong written and oral

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communication skills

8. Class DZ driver's licence and good driving record
9. Completion of necessary training and certification required by Emergency Management Ontario as a Community Emergency Management Coordinator (CEMC)

### **Major Responsibilities-Director of Emergency Services**

1. Ensures that sufficient staff and volunteers are available, trained and prepared to carry out Fire Department duties
2. Plans, coordinates and directs the fire fighting, fire prevention, first response medical, rescue, and life-saving and property-saving functions
3. Discharges the duties and responsibilities of an incident commander at major emergency scenes and other incidents as required, and initiates fire investigations
4. Implements ongoing fire prevention and safety information programs and inspection activities as mandated by the Fire Protection and Prevention Act
5. Ensures appropriate interpretation and application of legislation, codes and by-laws respecting fire safety, Property Standards and associated Acts and regulations
6. Responsible for enforcement of the Ontario Fire Code and for conducting investigations as to the cause and origin of fires and, when required, requests the assistance of the Ontario Fire Marshal as per the Fire Protection and Prevention Act, 1997, as amended
7. Ensures training programs are available and developed
8. Establishes and implements the Department's human resource planning process as it relates to employees under the Establishing and Regulating By-Law
9. Examines any fire protection agreements and other Fire Department activities and develops recommendations for Council's consideration
10. Ensures a process is in place with Council regarding the coordination and maintenance of an up-to-date mutual aid fire system
11. Maintains and develops vehicle and equipment replacement schedules, as well as facility upgrading and refurbishing
12. Responsible for researching and recommending the purchase of all major equipment and ensures the availability and maintenance of same
13. Maintains a safety program for school-aged children who walk to area schools through the implementation and management of a crossing guard program
14. Holds meetings with crossing guard staff as required and serves as liaison with local schools and OPP regarding safe locations for school crossing
15. Responds to a variety of Department-related matters, including but not limited to insurance investigations, legal claims and Town staff information requirements
16. Complies with legislative requirements regarding departmental activity reporting, particularly to the Office of the Fire Marshal and Emergency Management (OFMEM)
17. Conducts public and departmental fire safety and prevention surveys, as necessary
18. Comments on site plans, rezoning, subdivision agreements and permits for new Part 3 buildings, as required
19. Maintains liaison and coordinates programs with other emergency services, such as OPP, ambulance and provincial ministries
20. Performs the legislated duties of Fire Chief

### **Major Responsibilities-Community Emergency Management Coordinator**

1. Ensures a process is in place with Council regarding the coordination and maintenance of an up-to-date emergency plan
2. Identifies financial requirements of emergency planning and prepares and monitors an appropriate budget
3. Serves as coordinator for the Emergency Management Program Committee
4. Maintains a Hazard Identification and Risk Assessment profile for the community
5. Establishes an appropriate emergency operations centre for the municipality
6. Prepares a Critical Infrastructure Identification listing
7. Prepares annual Emergency Management Ontario compliance reports
8. Conducts an annual exercise to test the Town's Emergency Response Plan
9. Ensures that emergency staff are identified and trained as required
10. Develops and implements a community public awareness plan
11. Conducts an annual review of the Emergency Plan and program
12. Provides emergency management expertise, administrative and coordination support during an emergency
13. Maintains an accurate and up-to-date Emergency Plan
14. Liaises with OFMEM
15. Exercises purchasing authority for the Emergency Management budget
16. Provides information to the public regarding Emergency Management practices

### **Administrative/Management Duties**

1. Prepares and presents operating and capital budgets in accordance with Town policy
2. Monitors the Department's budget and takes corrective action as required
3. Facilitates effective labour/management/volunteer relations; maintains discipline, morale and effective working relationships within the Department
4. Contributes to the formulation of corporate municipal policies, programs and services
5. Ensures compliance with the Occupational Health and Safety Act within the Department with administrative support from the Office of the Chief Administrative Officer and oversees the Health and Safety Program under the Occupational Health and Safety Act as it effects the entire organization including the tracking and monitoring of needs, compliance and where necessary the training of employees.
6. Prepares reports as required by Council and committees of Council
7. Stays informed about fire safety and emergency response matters, including legislation, regulations, modern practices and procedures, etc.; reviews all new and amended legislation that may apply to the Corporation and advises Council of the potential impact of new legislation, regulations and policies
8. Participates in a variety of meetings with Department staff and Town senior management
9. Determines appropriate record-keeping requirements and ensures systems are established to capture information

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10. Attends conferences, seminars and area fire chiefs' meetings, as approved by Council in order to remain updated
11. Attends Council and committee meetings as required
12. Represents the Town at various municipal functions with other municipalities pertaining to emergency services
13. Responsible for the preparation and monitoring of the Emergency Management budget

### **Supervisory Duties**

1. Puts in place policies and practices to ensure that the Emergency Services Department workplace reflects the Town's code of conduct and is free of intimidation and harassment
2. As a member of the senior management team, conveys direction and motivation to employees under his/her direct supervision
3. Maintains staffing requirement for employees under the Establishing and Regulating By-Law
4. Draws up advertisements, screens applicants, participates in interviews for permanent positions and for volunteers within the Emergency Services Department
5. Supervises the performance appraisal program and conducts annual reviews of those under his/her direct supervision
6. Responsible for the orientation, training, managing performance, discipline, approves hiring and recommends to Council the termination of staff assigned to the Department who are governed by the Establishing and Regulating By-Law
7. Supervises, manages the work, measures performance of staff not governed by the Establishing and Regulating By-Law who work within the Emergency Services Department
8. Responsible for the hiring, suspension and termination of employees within the department not governed by the Establishing and Regulating By-Law with consultation of the Chief Administrative Officer who is responsible for human resources/personnel management of the organization
9. Ensures all staff in the Emergency Services Department participate in professional development and training as appropriate
10. Responsible for the coordinated effort of Town staff and the continuance of business in the event of an impending or declared emergency
11. Responsible for the recruitment and supervision of staff, contractors and volunteers in the event of an impending or declared emergency
12. Ensures that Chief Administrative Officer and Department Heads have the necessary tools to provide Health and Safety training and meet the needs of the Occupational Health and Safety Act within their respective departments

### **Skills**

#### A) Knowledge

1. Highly developed leadership and supervision skills

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2. Advanced knowledge of fire fighting, fire prevention, public education and emergency management
3. Participates in ongoing training and development (Ontario Fire College, regional fire schools or educational seminars)
4. Knowledge of rescue, first aid and first response medical procedures
5. Demonstrated ability to supervise firefighters, maintain discipline, use sound judgment and be resourceful
6. Knowledge of the Ontario Building Code, Property Standards By-laws and related Acts and regulations
7. Knowledgeable about the Fire Protection and Prevention Act, Emergency Management and Civil Protection Act, WHMIS, Occupational Health and Safety Act, Ontario Fire Code, Environmental Protection Act, Freedom of Information and Privacy Act, Municipal Act, Ministry of Labour safety guidelines, Fire Marshal's Guidelines for Delivery of Fire Prevention and Public Education, and municipal by-laws
8. Adapts OFMEM guidelines into policies and procedures suitable for South Bruce Peninsula
9. Must have good computer knowledge and be able to use appropriate software to input and access information
10. Required to operate and maintain office equipment, all fire apparatus equipment and mobile radios
11. Must be aware of organization goals, policies and timetables, safety issues, all department operations and functions
12. Thorough knowledge of the municipality, surrounding areas and types of buildings in the municipality
13. Knowledge of general and minor building repairs and maintenance
14. Payroll and budgeting, training and investigative skills
15. Understands Emergency Management directives and community requirements

### B) Language Communication

1. Well-developed presentation and speaking skills
2. Good report writing and non-standard letter writing skills
3. Good negotiating and conflict resolution skills. Strong interpersonal and communication skills to deal effectively in emotionally charged emergency situations, advising the public and businesses about fire safety requirements, dealing with complaints from the public and staff, coaching/guiding during training sessions and motivating staff/volunteers to attain high levels of job performance
4. Must have good analytical skills to do budgeting, use computer programs, assess environmental data during emergencies, formulate strategies, monitor safety conditions, price apparatus and equipment; must regularly test fire apparatus and equipment
5. Deals with confidential information related to employee files, fire prevention, private property records, investigative files and the Ontario Building Code, etc.
6. Must maintain dispatch service and computer information

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7. Must be able to read and interpret reports and communiqués from the OFMEM, and government legislation as it pertains to fire service, building matters, news releases and briefings, a variety of training manual papers from the related associations, and vehicle and equipment specifications and contracts
8. Develops training manuals and presentations based on policies
9. Required to write/compose/read reports, standard operating procedures, department policies, information reports and recommendations to Council, correspondence to various government agencies and fire departments, presentations to staff, Council, community groups and the public
10. Good verbal skills
11. Required to listen to complaints about department-related violations and code requirements and concerns voiced at meetings

### **Working Conditions**

- Sometimes deals with agitated public in fire investigations or inspections
- Must be aware of and follow steps in strict compliance with legislation and regulation
- Variable working hours, including evenings and weekends; overtime to be expected
- On call 24/7 and required to constantly monitor departmental activities
- Varied tasks, daily deadlines and constantly changing priorities
- Deals with interruptions, last-minute demands and concurrent priorities
- Public speaking involved
- Must enter building sites, climb, stoop, bend, etc., in order to perform inspections and investigate fire scenes
- Must be physically able to perform the duties related to the position
- Makes operational decisions that affect life and property, where an inappropriate decision can result in loss of life or unnecessary property losses
- May face situations involving death, injury or property loss, with a requirement to maintain authority, compassion and calm
- Must achieve objectives through other staff and manage the performance of others
- Broad spectrum of employees, without the traditional form of direct management control over the employees
- May operate in a highly charged political environment
- Required to exercise leadership with regard to Emergency Management in accordance with legislation without any formal authority over participants