

	Job Description District of Oak Bay Emergency Program Manager
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Position Title:	Emergency Program Manager (Deputy Emergency Program Coordinator)
Reports To:	Fire Chief (Emergency Program Coordinator)
Position Description Date:	October 25, 2024

Nature and Scope of Work:

Under the direction of the Fire Chief, the Emergency Program Manager is responsible for the day-to-day management and operation of the Emergency Program. The incumbent provides technical support to municipal departments, staff and community/regional stakeholders in the development and implementation of emergency mitigation, preparedness, response and recovery plans, training, volunteer management and related initiatives. The incumbent ensures the Districts Public Notification Systems and Municipal Emergency Operation Center (EOC) are maintained in a state of readiness. Considerable independence in judgment in fulfilling assigned duties and responsibilities is required. The nature of this position requires the incumbent to work a flexible work schedule involving regular day shift, occasional evening/weekend work and emergency support as required.

Key Accountabilities:

- Assists the Fire Chief (Emergency Program Coordinator) on all aspects of emergency management and planning relating to the Emergency Program which is a division of the Oak Bay Fire Department.
- Advises the Emergency Program Coordinator, Chief Administrative Officer (CAO), senior management, and elected officials on all aspects of Emergency Management as required.
- Ensures the Emergency Program adheres to federal, provincial, and municipal policies and guidelines and the legal/regulatory requirements related to emergency management.
- Develops and continuously maintains corporate emergency plans and strategies including, but not limited to: Municipal Emergency Response and Recovery Plan, Emergency Evacuation Plan, Municipal Emergency Support Services Plan (ESS), Heat Response strategies and supporting information as required such as Hazard, Risk and Vulnerability Assessment (HRVA).
- Monitors emerging threats and hazards such as changing climate conditions and identifies appropriate municipal response and planning options.
- Activates municipal EOC when directed, supports EOC operations as required and maintains EOC and supporting equipment to a state of response readiness at all times.
- Supports implementation of the municipal emergency response and recovery plan and site level use of expanded Incident Command System (ICS) for major emergencies.
- Develops and maintains Emergency Program website content and social media presence in coordination with Corporate Communications.
- Supports maintenance, training, testing, and activation of public alerting/notification systems (for events such as Tsunami warnings) as required.
- Represents the District of Oak Bay and/or Emergency Program with various levels of

government, community organizations and stakeholders on projects/initiatives and matters relating to emergency management as directed.

- Participates in the development of corporate strategic initiatives and department/divisional workplans.
- Participates in committee structures both municipally and regionally including, but not limited to, the Local Government Emergency Program Advisory Commission (LGEPAC), the Regional Emergency Management Partnership (REMP) and Public Education Committees.
- Develops, reports and provides information to Council, municipal departments, stakeholders, committees, and other projects/initiatives as required.
- Manages and maintains Emergency Program resources including EOC equipment/supplies, vehicles, trailers, and related inventories.
- Assists with Emergency Program budget development and management of Operating, Capital, and project/grant expenditures.
- Responsible for the development and delivery of emergency management training and exercise plans for elected officials, municipal staff, and emergency program volunteers to support municipal emergency preparedness and the needs of a diverse and inclusive community.
- Provides overall volunteer management including recruitment, retention, service levels and accountability for programs including but not limited to: Emergency Support Services (ESS), Amateur Radio (Comms), Emergency Preparedness Education Team, etc.
- Coordinates the development and delivery of community engagement, education, and preparedness opportunities and/or programs such as individual and family preparedness, business continuity support, Grade 3 Initiative, ShakeOutBC, etc.
- Develops, delivers, and coordinates presentations, workshops and programs as required to meet the interests and needs of the District and community.
- Assumes a regular rotation on the Emergency Support Services (ESS) Level 1 response team.
- Coordinates and attends volunteer training exercises and meetings as required.
- Performs other routine and emergency duties as required.

Required Knowledge, Skills and Abilities:

- Knowledge of local government organizations and operations as they relate to emergency planning, response and recovery, community risk assessments and preparedness.
- Knowledge of federal, provincial, and regional organizations and their emergency management support role and relationship to local governments.
- Knowledge of current and emerging federal and provincial legislation, regulations and statutes relevant to the District, including the BC Emergency and Disaster Management Act (EDMA) and subsequent regulation development, BC Provincial Heat Alert and Response System (BC HARS), ESS modernization, Community Charter, etc.
- Knowledge and experience with BC Emergency Management System (BCEMS), Incident Command System (ICS) and EOC operations.
- Knowledge and understanding of the organizational structure of the District of Oak Bay, including Council, Chief Administrative Officer, municipal departments and their roles and responsibilities in preparing for, and responding to, an emergency or disaster.
- Knowledge of municipal bylaws and agreements related to this role including the Emergency Program Bylaw, Regional Disaster Mutual Aid Agreement, Fire Prevention and Life Safety Bylaw etc.

- Knowledge and experience in managing projects and teams including grant funded opportunities.
- Ability to prepare and operate within prescribed division and/or project budget.
- Ability to develop a successful team and inspire trust and confidence through use of excellent interpersonal and organizational skills.
- Knowledge and experience in planning, delivering, and facilitating emergency management training.
- Knowledge and experience in applying principles of volunteer recruitment, management, and coordination in a staff capacity.
- Ability to be nimble and function effectively in stressful/high pressure and/or emergency situations, work long hours and make confident decisions with limited information.
- Ability to utilize effective communications strategies in an effort to achieve common goals, influence and collaborate with others.
- Advanced skill and ability using work related programs such as MS Office Suite (Outlook, Word, Excel, PowerPoint), databases, email, internet applications and website/social media content management.
- Strong communication (written and verbal), critical thinking, problem-solving, leadership, research, presentation, public speaking, organizational, and customer service skills are required.

Qualifications and Experience:

- Undergraduate degree in a related field such as Emergency Management, Public and/or Business Administration etc.
- Three years directly related experience supplemented with two years of volunteer management experience (in staff/career capacity).
- An equivalent combination of education and experience may be considered.
- Certificate in Emergency Management or equivalent.
- Supplemented with additional training/courses such as Incident Command System 200 to 400, Emergency Operations Center (Operations, Planning, Logistics) etc.
- Six months experience with corporate/municipal website and social media management.
- Ability to work evenings, weekends and/or be on call as required to support the department and/or emergency events.
- Valid Class 5 BC Driver's License or equivalent.

Organizational Standards:

- Support and uphold the established policies and objectives of the municipality and the division in all areas of activity.
- Will not release or discuss non-routine municipal or departmental business without prior authorization.
- Adhere to all established municipal and departmental policies, procedures, and guidelines.
- Maintain the performance levels set by the department and/or division in the execution of all duties and responsibilities.
- Maintain a cooperative working relationship with employees, management, Council, and the public.
- Maintain regular communication with supervisors, keeping them fully informed of all non-routine, urgent and/or controversial matters.
- Shall not receive or solicit a subscription, gratuity, or fee for or in conjunction with any service or presumed service performed by him/her as an employee.