

Working Title <b>Crisis and Training Officer</b>		Name	
Position Number	Reports to Position No., Class & Level 00 Consequence Manager (SM1)	Division, Branch/Unit Operations Division, Environmental Emergency Management Branch	Ministry Environment and Parks
Present Class <b>Program Services 4</b>		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

**PURPOSE:**

Environment and Parks (AEP), as proud stewards of air, land, water and biodiversity, will lead the achievement of desired environmental outcomes and sustainable development of natural resources for Albertans.

The Environmental Emergency Management Program is the GoA's ongoing commitment to prevent/mitigate, prepare for, and respond to emergencies that affect the environment. The program plays an essential role in protecting both the health of Albertans and the environment and is critical in advancing environmental emergency management throughout the province. The Environmental Emergency Management Program is delivered through the Environmental Emergency Management Branch.

The Environmental Emergency Management Program fulfills its mandate through shared stewardship of Alberta's environment with other ministry partners, provincial agencies, industry, local government, federal government and other stakeholders and by developing and implementing tools to prevent, prepare for and respond to an environmental emergency. The program is comprised of: Environmental Emergency Response Officers strategically deployed throughout the province who provide assessment, guidance and direction to stakeholders and partners on an on-going basis and in the event of an emergency, an Emergency Response Team made up of response officers, other ministry personnel who possess specialized skills, and Ministry technical specialists who may be called upon to provide knowledge specific to their area of expertise as needed. The Environmental Emergency Management Program provides leadership through the establishment of: policies and procedures, response plans, operational guidelines, technical guidance on emergency response, crisis management, and training.

Reporting to the Consequence Manager, the Crisis and Training Officer will coordinate the delivery of two complex programs in the department – Training and Crisis Management. Emergency Management training is a department-wide program that includes: the development of a training policy, the procedure for identifying, developing, and delivering education & orientation, Individual training (courses, individual instruction), and Collective Training (exercises) for AEP and potentially other government departments, Industry and municipalities. The policy will also include procedures on training evaluation and validation.

The Crisis and Training Officer will be responsible to develop and maintain a world class crisis management planning and response system for AEP. "Crisis Management" is the mitigation and preparedness planning that addresses human-induced intentional threats and emergencies. This position will plan for and respond to human-induced intentional environmental emergencies/disasters, and may be called upon to provide advice and perform the functions assigned to it in the *Government Emergency Management Regulation*, the *Alberta Counter-Terrorism Crisis Management Plan*, and the *Alberta Emergency Plan*. The system will include policies, concepts and protocols for the implementation of the system to mitigate, planning for, and responding to, emergency events as a result of human-induced intentional emergencies. The Crisis and Training Officer will lead the Environmental Emergency Management Branch in the development of a department Crisis Management Plan/policy. The Crisis and Training Officer will establish and maintain liaison with Solicitor General, the Alberta Emergency Management Agency, GoA ministries, other levels of government, municipalities, agencies, boards, committees, industry and other partners to integrate and collaborate efforts, and resources to facilitate effective and timely responses to environmental disasters, and emergencies, including those involving human induced intentional threats. The position is provincial in scope and is expected to operate across jurisdictional boundaries.

**RESPONSIBILITIES AND ACTIVITIES:**

**Training**

This leader is the department expert in emergency management training who will develop, maintain and supervise the implementation of a departmental training policy that will provide the following direction on:

## RESPONSIBILITIES AND ACTIVITIES:

- The requirement for a training needs assessment and analysis;
- The preparation for training, including:
  - The identification of employment competency and training standards,
  - The content, preparation, and maintenance of Course Training Packages, linked to nationally and internationally recognised standards,
  - A summary/syllabus of courses available to the dept, with the responsible training staff identified,
  - Concept of delivery of dept training including the roles and responsibilities of dept training staff
  - A library of course material,
  - A database of trained, qualified staff, qualified instructors, expiry dates of qualifications (including instructor qualifications) and procedure for renewal,
  - design criteria of exercises,
  - A schedule of exercise dates involving the department that may include international, federal, provincial and municipal partners,
  - Conduct, evaluation and validation of training, including courses and exercises.

### Crisis Management

This leader is the department expert in the subject of crisis management and has the following roles:

- coordinate the preparation and maintenance of departmental risk assessments as they relate to Critical Infrastructure (CI);
- coordinate the preparation, maintenance, and exercising of the department's crisis management plans (including the AEP Crisis Management Plan) that relate to human-induced intentional hazards and the above risk assessments,
- coordinate the preparation, maintenance, and exercising of operational response procedures that support crisis management plans in cooperation with the ASERT Ops Chief, Solicitor General, the Alberta Emergency Management Agency, and other partners in response;
- assist in the coordination of the department's response to a crisis management activities as articulated in the AEP Crisis Management Plan;
- assist Solicitor General in establishing and maintaining a classified list of CI related to the department's mandate;
- maintain a written protocol to ensure that departmental personnel who are necessary to implement the department's crisis management plans are available, trained and can be contacted on a 24-hour basis; and
- Ensure that the department's deputy head is aware of crisis management developments and activities.
- Responsible for AEP commitment under the *Alberta Emergency Plan* to the Solicitor General and the Alberta Emergency Management in a GoA response and recovery to a disaster or emergency related to human-induced intentional events.
- Works with a cross-ministry and cross-government crisis management teams and communications staff to ensure effective media communications in a human-induced intentional emergency.
- The dept lead in the Lessons Learned/Best Practices process for human-induced intentional emergencies to support continuous improvement.
- Assists in the preparation and implementation of a crisis management plan known as the "Alberta Counter – Terrorism Crisis Management Plan", for the provision and coordination of government and private sector resources in emergencies;

### **Other Emergency Management Operations**

- Coordinate the activation and operations of the Dept Emergency Operations Centre in support of other emergencies;
- Be prepared to deploy to Incident Command Posts, Emergency Operations Centres, and the Provincial Operations Centre as the department's Agency Representative, coordinating the response efforts of the dept, assisting the Responsible Party in developing and implementing an Incident Action Plan;

### **Risk Management**

- Coordinate risk assessments for human-induced intentional threats with AEP staff, Solicitor General and other partners including scenario building;
- Case sensitivity testing (internal and external)
- Coordinate public consultation (place and risk based)

### **Performance Measurement**

- Provides and compiles incident performance feedback to complete the system improvement loop
- Monitor and report on metrics, especially the completion of risk assessments on AEP Critical Infrastructures (CI), and exercises conducted to address threats to those CI

## RESPONSIBILITIES AND ACTIVITIES:

- Maintain a database of environmental incidents and emergency reports
- Ensure adequate and appropriate response to environmental emergencies meeting and exceeding expectations and in accordance with Environmental Emergency Management Branch's Performance Measure

The position involves a high degree of coordination of time and resources to meet expectations of the department on environmental emergency planning, and on dept training priorities and training systems development. It is necessary to seek support and commitment from other departments and external stakeholders and industries to obtain the resources to support planning for emergencies and training.

This position must have the ability to develop partnerships and manage a board range of tasks at once and within rigid and very short time lines. It is necessary to facilitate support and commitment from other ministries, agencies, other levels of government, industry and other stakeholders to obtain the resources for crisis management planning and emergency management training development and implementation.

- Assist in leading Environmental Emergency Management Branch's involvement in ongoing collaboration with other government agencies, partners and communities, industry, non-government organizations, academia, and consultants to address environmental emergency/crisis management planning and training issues
- Assist in representing AEP at inter-jurisdictional meetings and committees addressing efforts to develop a strong working relationship on planning for environmental and crisis management emergencies, and training.
- Assist in providing strategic advice to the Executive Committee and Minister on environmental emergency response, Crisis Management, and training

### Strategic Thinking

- Assist in developing strategies to respond to broad-scale, long-term challenges and opportunities in the planning and response to environmental human-induced intentional emergencies and training
- Consider the big picture when reviewing opportunities or strategizing about planning for long-term environmental emergency activities, Crisis Management and emergency management training

### Relationship Building

- Assisting in developing and maintaining valuable relationships and partnerships
- Assisting in developing formal and informal relationships with a wide circle of stakeholders, beyond those involved in current environmental emergencies and training activities.
- Build on existing and potential relationships to help achieve the department's strategic plans for environmental emergencies and training.
- Manage difficult and complex interpersonal relationships effectively

### Resource Management

- Effectively manage internal and external resources (including contracted resources) to achieve organizational goals for the Operational Training & Crisis management programs and the dept in environmental emergencies
- Use partnerships and other approaches to enhance planning for these programs
- Ensure there is an appropriate accountability and performance standards to measure the performance of the Operational Training & Crisis management program
- Ensure service delivery is in place, which will result in greater ability to more effectively and efficiently meet organizational goals

### Leadership

- Be prepared to take control and provide firm, calm and effective leadership in volatile and stressful situations
- Work with the team to develop strategies to meet future challenges
- Model ethical behaviour consistent with the values of the Alberta Public Service and AEP
- Engage others in strategic thinking and challenge them to take action, be innovative, and take risks in spite of barriers
- Provide leadership to an organization where team members have the technical expertise
- Provides leadership in mentoring and advising Ministry staff, and external partners and stakeholders on environmental emergency and crisis management planning and training.
- Leadership in managing relationships between partners and stakeholders to promote and facilitate the collaboration and cooperation in developing and implementing crisis management and training plans, processes and protocols.
- Leadership in assessing and developing relationships beyond direct partners to expand knowledge and expertise base on environmental emergency and crisis management.
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The position is required to understand the complexity surrounding the delivery of integrated and collaborative environmental emergency

## RESPONSIBILITIES AND ACTIVITIES:

management, crisis management and training plans/initiatives, and organizing and aligning efforts and resources. Examples of difficult and challenging situations are:

- Framing how the Environmental Emergency Management Branch leads, engages, and coordinates training and crisis management plans from initial risk assessment, plan development and implementation and review.
- Developing trusting relationships with leaders internally and externally to accept and value the Branch's expertise and role as a partner in the integration and collaboration of training and crisis management plans to achieve the Ministry's mandate.
- Identifying and assessing the best opportunities to deploy the limited people, equipment and financial resources of the Ministry and partners to maximum benefit.
- Coordinating the Crisis Management and Training efforts of the Environmental Emergency Management Branch with strategies, initiatives and plans across the Ministry, GoA as well as with external partners.
- Seeing and making the connections within broader emergency response planning. The incumbent must be prepared to address conflicting or divergent views that may arise during ongoing response efforts and planning initiatives, as they will potentially deal with complex socio-political and environmental issues that may already have escalated and require effective conflict resolution to achieve mutually beneficial solutions.
- Comprehensive experience in emergency management and training will enable this position to identify when and where issues and tasks can be provided to respective personnel and/or other service areas within the AEP for most effective follow-up. Working with a large network of partners may alleviate some of these tasks through inter-agency/program cooperation
- Specific problems are not always known, often non-conforming, and without precedent. The position will utilize risk management skills to identify both emerging and potential solutions for mutually successful resolution.
- The incumbent requires highly developed interpersonal skills and the ability to work effectively and communicate with people having diverse professional and personal backgrounds and objectives.

## SCOPE:

The Crisis and Training Officer participates in cross-ministry, cross-GoA and cross stakeholder discussions, committee and planning meetings to influence and lead the implementation of an integrated, collaborative environmental emergency management training and crisis management plans and to facilitate different ways to align and integrate limited resources to deliver the Ministry's mandate of a healthy environment.

The application and embedding the vision of shared stewardship and emergency management within partner ministries, agencies and key stakeholder organizations to guide the growth and development of a shared understanding and commitment to mitigating environmental emergency incidents.

The work of the position impacts the way stakeholders will implement their crisis management plans – a balance between holistic approach and specific, detailed application of procedures and resources – that impact the maintenance of environmental health now and for future generations. How the integrated team of emergency management partners responds to environmental emergencies also impacts public health and this position not only coordinates the training for staff in emergency management, it is expected to lead in the coordination of response.

It will also enhance the partnership with other provincial departments, federal agencies involved in emergency management, and organisations involved in training.

## KNOWLEDGE, SKILLS & ABILITIES:

- In depth knowledge and understanding of emergency management systems in Alberta and/or other jurisdictions, including environmental emergency management and the AB Counter-Terrorism-Crisis Management Plan
- In depth knowledge of department resources
- General knowledge of environmental science
- Demonstrated skills and abilities in the areas of:
  - Leadership
  - Strategic thinking and systems planning/management
  - Internal and external communications,
  - Relationship building, facilitation, negotiation, problem solving and conflict resolutions skills

## KNOWLEDGE, SKILLS & ABILITIES:

- Risk management
- Presentation, public speaking skills and the ability to work in an outreach/community arrangement
- Training, training development and delivery systems
- Skilled in project management approaches and techniques
- Thorough knowledge of the Incident Command System
- Is a mentor to others

### Education:

This position requires a university degree or College diploma with requisite experience. Management training and/or experience in diverse areas including crisis management, consequence management, scenario planning is required, as is a thorough understanding of emergency management, training/training development, and the Incident Command System.

## CONTACTS:

### Main Contacts

#### Internal

AEP  
Executive Council

#### External

- \* Alberta Emergency Management Agency (Alberta Municipal Affairs)
- \* Dangerous Goods (Alberta Infrastructure & Transportation)
- \* Alberta Energy
- \* Alberta Energy and Resources Conservation Board
- \* Alberta Health
- \* Alberta Health Services
- \* Alberta Agriculture, Food, and Rural Development
- \* Alberta Justice & Solicitor General
- \* Alberta International and Intergovernmental Affairs
- \* Environment Canada
- \* Transport Canada
- \* Parks Canada
- \* Indian and Northern Affairs Canada
- \* Public Safety Canada (PSC)
- \* Royal Canadian Mounted Police (RCMP)
- \* Department of National Defence (DND)
- \* Canadian Security Intelligence Service (CSIS)
- \* Council of First Nations Chiefs
- \* Métis Settlements General Council
- \* Regional health authorities
- \* Alberta Urban Partners and communities Association
- \* Alberta Association of Municipal Districts and Counties
- \* Alberta Association of Fire Chiefs
- \* Alberta Association of Chiefs of Police
- \* Prairie Region Transcaer Committee (PRTC)
- \* Alberta Motor Transport Association
- \* Capital Region Emergency Preparedness Partnership
- \* Community Awareness Emergency Response
- \* Northeast Capital Industrial Association

### Purpose of Communication

#### Internal

Responds to inquiries concerning emerging issues

Develops a training program based on feedback and a needs analysis with Environmental Operations Division

Plans and coordinates environmental emergency response capacity and capability, focusing on human-induced intentional hazards

Provides coordination and guidance to government teams and individuals participating in ongoing efforts to on-site coordination and guidance to teams and individuals responding to environmental incidents and disasters

#### External

Responds to inquiries concerning emerging issues

Provides coordination and guidance to government teams and individuals participating in ongoing efforts

Provides presentations to the general public and professional, industrial, and other associations to explain the ongoing efforts