

Update

Ministry

Assisted Living and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Director, Emergency Management, Accommodations and Security Services (EMASS)

Current Class

Senior Manager (Zone 1)

Job Focus

Corporate Services

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

SS, SDABS, EMASS

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2026-04-28

Responsibilities Added:

N/A

Responsibilities Removed:

Update of naming conventions, position org chart to reflect current work

Job Purpose and Organizational Context

Why the job exists:

The Director, Emergency Management, Accommodation and Security Services (EMASS) is responsible for the operational leadership and delivery of ministry-wide accommodation and emergency management services. The position exists to ensure the ministry's facilities, assets, and critical operations are safe, functional, and resilient, enabling uninterrupted delivery of programs and services.

The Director provides leadership over accommodation services and departmental emergency services, with direct accountability for space and asset stewardship, business continuity, emergency preparedness, and leadership of the Departmental Emergency Operations Centre (DEOC) during incidents. The role is operational in nature, with decision making authority and accountability for service outcomes, staff safety, and continuity of operations.

The Director, EMASS reports to the Executive Director, Strategic Data, Analytics and Business Services (SDABS), within the Strategic Services Division. EMASS is an operational unit that supports ministry stability and service continuity through accommodation services and emergency management. The position oversees two managers: Manager, Accommodation Services and Manager, Emergency Services, who together lead approximately 12 Bargaining Unit staff.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Responsibilities and Key Job Outcomes:

1. Ministry accommodation services are effectively planned, delivered, and sustained to support safe, functional, and efficient operations across all ministry locations. This outcome ensures that ministry staff and leadership have appropriate, safe, and reliable workspaces and supporting services to carry out program delivery and corporate functions. Key activities include: Planning and overseeing accommodation services across approximately 154 ministry locations, including space planning, relocations, and workplace configuration. Managing leases, renewals, reductions, and exits to align space supply with workforce and operational requirements. Overseeing parking, fleet vehicle and wireless services to ensure availability and compliance with GoA policy. Directing capital planning and delivery to maintain and improve ministry facilities and workplace assets. Identifying and mitigating accommodation-related risks, including safety, accessibility, and service disruption risks.

2. Ministry operations remain resilient and capable of continuing during disruptions, emergencies, or adverse events. This outcome ensures continuity of critical services and protects staff, clients, and assets during operational disruptions. Key activities include:

Establishing and maintaining ministry wide business continuity plans (BCP) and business impact analyses (BIA).

Leading development and maintenance of consequence management plans to address operational and service disruptions.

Overseeing facility emergency response planning (FERP) to ensure readiness at ministry sites.

Ensuring emergency preparedness requirements are integrated into day to day operations and planning.

Monitoring emerging risks and threats that may affect ministry operations and continuity.

3. Effective and timely emergency response is provided through leadership of the Departmental Emergency Operations Centre (DEOC). This outcome ensures coordinated, informed, and timely decision making during incidents affecting ministry operations. Key activities include:

Activating and leading the DEOC during emergencies or significant operational disruptions.

Coordinating response actions across program areas, corporate services, and external partners as required.

Providing operational direction and situational awareness to executive leadership during incidents.

Authorizing and prioritizing response actions to protect staff safety and maintain critical services.

Leading post incident review and improvement activities to strengthen future response capability.

4. Accommodation and emergency services are delivered efficiently, with effective stewardship of assets, resources, and funding. This outcome ensures responsible management of public resources while meeting

operational and safety requirements. Key activities include:

Managing accommodation and emergency services budgets, including capital planning and operational expenditures.

Prioritizing investments to balance cost, risk, and service outcomes.

Ensuring compliance with applicable GoA policies, standards, and controls related to assets and facilities.

Monitoring performance and service levels to identify efficiencies and improvement opportunities.

Supporting risk management, insurance, and claims processes related to facilities and operations.

5. A capable, accountable team delivers consistent and high quality accommodation and emergency services. This outcome ensures that operational results are achieved through effective leadership, coordination, and workforce management. Key activities include:

Providing leadership and direction to the Manager, Accommodation Services and Manager, Emergency Services.

Setting clear expectations, priorities, and accountabilities for managers and staff.

Supporting workforce capacity through coaching, performance management, and development.

Fostering collaboration between accommodation services, emergency services, and ministry partners.

Promoting continuous improvement and operational readiness across the EMASS function.

6. Strong operational partnerships support ministry readiness, safety, and service continuity. This outcome ensures alignment and coordination across the ministry and with key partners. Key activities include:

Working with ministry program areas to align accommodation and emergency services with operational needs.

Coordinating with Infrastructure, emergency management partners, and corporate service areas as required.

Providing operational advice and guidance related to accommodation, continuity, and emergency preparedness.

Ensuring consistent application of standards, processes, and expectations across the ministry.

Representing the ministry in operational forums related to accommodation and emergency preparedness, as required.

Problem Solving

Typical problems solved:

This position routinely operates in an operational environment characterized by urgency, service dependency, physical asset risk, and changing conditions. Problem solving requires independent judgment to assess incomplete information, balance competing priorities, and determine appropriate courses of action to maintain safety and continuity of operations. Typical problems solved:

Example 1

Managing operational disruptions that threaten service continuity or staff safety, such as facility failures, loss of access to ministry space, or emergency incidents requiring activation of the Departmental Emergency Operations Centre (DEOC). The Director analyzes the situation, assesses operational impacts, prioritizes response actions, and directs resources to stabilize operations and maintain essential services.

Example 2

Resolving complex accommodation pressures, including competing space demands, lease constraints, capital limitations, and return-to-office requirements. The Director evaluates options, weighs cost, risk, and service impacts, and determines accommodation solutions that balance operational needs with fiscal and policy constraints.

Across both emergency response situations and ongoing accommodation pressures, the Director is required to solve complex, time sensitive problems that directly affect ministry operations, safety, and service continuity. These problems often involve multiple stakeholders, competing priorities, and incomplete information, requiring the Director to assess risk, evaluate alternatives, and determine appropriate courses of action independently. The role demands strong judgment to stabilize immediate issues while also making decisions that support longer term operational sustainability.

Types of guidance available for problem solving:

Example 1

The role operates within established Government of Alberta policies, standards, and procedures related to facilities management, capital planning, emergency management, occupational health and safety, and business continuity. These frameworks provide structure and boundaries but require interpretation and adaptation to specific operational contexts.

Example 2

Guidance is also provided through executive direction, established emergency and continuity plans, and partnerships with Infrastructure, emergency management agencies, and corporate service areas. However, during incidents or emerging situations, guidance may be incomplete or evolving, requiring the Director to exercise independent judgment and leadership.

Problem solving in this role is guided by established Government of Alberta policies, plans, and procedures, as well as executive direction and interdepartmental coordination mechanisms. However, many situations—particularly during incidents or emerging operational risks—fall outside standard scenarios. In these cases, the Director must interpret available guidance, adapt it to the circumstances, and exercise independent professional judgment to determine appropriate actions while remaining aligned with legislative, policy, and organizational expectations.

Direct or indirect impacts of decisions:

Example 1

Decisions made during emergency activations or operational disruptions have direct and immediate impacts on ministry staff, facilities, and service delivery. Actions taken can affect staff safety, access to worksites, continuity of critical programs, and the ministry’s ability to respond effectively to incidents.

Example 2

Longer term decisions related to accommodation planning, capital investments, and business continuity preparedness have indirect but significant impacts across the ministry. These decisions influence operational resilience, financial exposure, risk mitigation, and the ministry’s capacity to absorb and recover from future disruptions.

Decisions made by the Director can have immediate, direct impacts on staff safety, facility access, and continuity of ministry services during emergencies or operational disruptions. At the same time, strategic and operational decisions related to accommodation planning, capital investments, and preparedness have significant indirect impacts by shaping the ministry’s resilience, risk exposure, and capacity to respond to future events. Collectively, these decisions influence operational effectiveness across the ministry and contribute to its ability to deliver programs reliably and safely.

Key Relationships

Major stakeholders and purpose of interactions:

This position requires regular interaction with internal and external stakeholders to ensure effective delivery of accommodation services, emergency preparedness, and continuity of ministry operations.

Internal relationships

Executive Director, Strategic Data, Analytics and Business Services (SDABS)

Frequency: Regular; more frequent during incidents or major operational issues.

Purpose: To provide operational updates, escalate risks, seek direction on priorities, and support executive decision making related to accommodation services, emergency response, and continuity of operations.

Ministry Executive and Senior Leadership

Frequency: As required; intensified during emergencies or significant disruptions.

Purpose: To provide situational awareness, operational advice, and recommendations during incidents; to coordinate response actions and support continuity of ministry services.

Managers, Accommodation Services and Emergency Services

Frequency: Ongoing, daily.

Purpose: To set priorities, provide direction, resolve operational issues, and ensure consistent delivery of accommodation and emergency services across the ministry.

Program Areas and Corporate Services (CFA, PSC, T&I, OHS, CPE)

Frequency: Regular.

Purpose: To align accommodation and emergency services with program and operational needs, and to coordinate planning, relocations, emergency preparedness, and response activities.

External relationships

Infrastructure and facility related partners

Frequency: Regular; as required for projects or incidents.

Purpose: To coordinate facility planning, capital projects, relocations, emergency response actions, and resolution of infrastructure-related issues.

Emergency management and response partners (e.g., Alberta Emergency Management Agency and local authorities, as required)

Frequency: As required; primarily during planning activities and incident response.

Purpose: To coordinate departmental emergency response, exchange situational information, and align operational actions during incidents affecting ministry operations.

Vendors and service providers (e.g., leasing, construction, fleet, parking, telephony services)

Frequency: Regular.

Purpose: To manage service delivery, contracts, performance expectations, and issue resolution related to accommodation and workplace services.

Committees and working groups

Departmental Emergency Operations Centre (DEOC)

Role: Chair / Operational Lead.

Purpose: To direct and coordinate departmental emergency response and continuity actions during incidents affecting ministry operations.

Ministry or corporate working groups related to accommodation, business continuity, or emergency preparedness

Role: Member or lead, as required.

Purpose: To contribute operational expertise, support planning initiatives, and ensure accommodation and emergency considerations are integrated into ministry operations.

Required Education, Experience and Technical Competencies

| | | | |
|----------------------------|-------------|-------------------------------|-------------|
| Education Level | Focus/Major | 2nd Major/Minor if applicable | Designation |
| Bachelor's Degree (4 year) | | | |

If other, specify:

Job-specific experience, technical competencies, certification and/or training:

University graduation, supplemented by six years progressively responsible experience in operational leadership and delivery of accommodation and emergency management services. Related experience or education may be considered as an equivalency on a one for one basis.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

| Competency | Level | | | | | Level Definition | Examples of how this level best represents the job |
|-------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|---|---|
| | A | B | C | D | E | | |
| Drive for Results | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | Works to remove barriers to outcomes, sticking to principles: | Leads accommodation and emergency service delivery across the |

| | | | |
|----------------------------------|-----------|--|---|
| | | <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission | <p>ministry by setting clear priorities, allocating resources, and resolving barriers that affect service continuity. Directs response actions and recovery efforts during incidents to ensure critical operations continue and staff are protected.</p> |
| Systems Thinking | ○ ○ ○ ● ○ | <p>Integrates broader context into planning:</p> <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress | <p>Assesses how accommodation decisions, capital investments, emergency preparedness, and workforce needs interact to affect ministry operations. Anticipates cascading impacts of disruptions and aligns accommodation, continuity, and response actions to support overall ministry resilience.</p> |
| Build Collaborative Environments | ○ ○ ○ ● ○ | <p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes | <p>Works closely with program areas, Infrastructure, emergency management partners, and corporate services to align accommodation and emergency services with operational needs. Leads coordination during incidents to ensure timely, integrated responses across multiple stakeholders.</p> |
| Creative Problem Solving | ○ ○ ○ ● ○ | <p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization | <p>Resolves complex accommodation pressures and emergency situations by evaluating incomplete information, balancing safety, cost, and service impacts, and determining appropriate courses of action. Adapts established plans and procedures to address emerging and non-standard operational challenges.</p> |

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

M420-19. Director, Building & Fire Standards (Municipal Affairs). Rationale: This role is comparable due to its responsibility for province wide infrastructure and facilities related standards, operational oversight, and management of risk related to physical assets and public safety. Similar to the Director, EMASS, the position requires applied technical expertise, operational decision making, and accountability for outcomes that directly affect safety, service continuity, and compliance. Both roles involve coordinating across departments and external partners to manage complex, asset intensive operational environments.

M420-08. Director, Disaster Recovery Planning (Service Alberta). Rationale: This role is comparable based on its focus on business continuity, disaster recovery, and operational resilience across government operations. Like the Director, EMASS, the position operates within established frameworks but requires independent judgment to adapt plans to real world incidents and disruptions. Both roles have direct accountability for preparedness, response coordination, and recovery outcomes that materially affect organizational operations and service delivery, consistent with Senior Manager expectations.