

New

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Manager, Community Recovery Services

Requested Class

Manager (Zone 2)

Job Focus

Operations/Program

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

Alberta Emergency Management Agency, CRS

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Alberta Emergency Management Agency (AEMA) is accountable and responsible to the Government of Alberta (GoA), to Albertans, to their communities, and to industry for the protection of people, their property and the environment from the effects of emergency events. The AEMA accomplishes its objectives by leading the co-ordination, collaboration and co-operation between all entities involved in mitigation, preparedness, response, and recovery activities.

The Recovery Branch assists individuals, small businesses, local authorities, Metis Settlements and government departments' recovery from damaged caused by a disaster by providing financial assistance for uninsurable damages that are repair or restorative in nature as per the regulations of a Hazard Assistance and Resilience Program (HARP) and broader recovery guidance. HARPs are managed in accordance with the Disaster Recovery Regulations, the Disaster Assistance Directives (DAD), and the Disaster Financial Assistance Arrangements (DFAA), can have multi-million dollar budgets and be required to serve thousands of Albertans. Each HARP is unique and must be tailored to the nature of the disaster and number of people impacted.

Reporting to the Director, Community Recovery Services, the Manager leads the initiation, coordination, and administration of specific HARPs targeted to response and recovery costs for local authorities and Metis Settlements.

The position manages the planning, operations, and reporting of a team of several professional in-house staff including Engineers, Case Managers and Team Leads, interns and students, adjusting resources as needed to achieve business goals and priorities. Consolidated reports and updates are provided to the Director, Community Recovery Services, to inform branch planning and priorities. Advice, information and recommendations related to local authorities and Metis Settlements are provided to senior management including the Executive Director, Managing Director, Deputy Minister and Minister to inform decision-making and broader disaster recovery planning and transformation.

This position is responsible for procurement and management of engineering third party contractors that complete the assessment of damages to property and infrastructure for HARP applications to meet the safety standards and legal requirements of DFAA and DAD. Engineering services can support all types of HARP programs.

Responsibilities

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

Provide recovery advice to stakeholders (impacted Ministries, Local Authorities/Metis Settlements, small businesses and individuals) and related issue management within the branch.

- Provide advice to stakeholders on recovery, based on best practices, knowledge of previous disasters, and relationships with other partners in recovery.
- Build relationships and create linkages between stakeholders to resolve recovery issues.
- Provide expertise to stakeholders on provincial recovery financing and the documentation requirements so that these can be built into stakeholders' implementation of recovery activities.
- Monitor issues and develop recommendations to branch leadership on provincial support of stakeholders' recovery activities and initiatives.

Manage the implementation and administration, including financial payments, of HARPs in line with provincial and federal legislation, directives and agreements.

- Manage and develop procedures for program implementation, including records management, budget and pre-audit compliance.
- Establish and assess annual performance measure criteria and objectives for each HARP.
- Lead, coach and mentor case management staff to write briefing notes and Cabinet Packages, create project plans, and work with various client groups on HARP and non-HARP eligible expenses (e.g., how to create a submission and do a line by line review of each requested expense for HARP eligibility and recommend payment).
- Oversee the policy review and line by line assessment of expense.
- Uphold consistency in determination of eligibility and case management by initiating appropriate training and quality assurance processes.
- Manage the resolution of the most complex conflicts between applicants and case managers.
- Provide subject matter expertise, information, feedback to senior management on administration issues to enhance HARP delivery.
- Oversee training and coaching on delivery of HARP programs to local authorities and Metis Settlements that are provided to other AEMA units/GoA departments.
- Assign and review briefing notes for the Minister, Deputy Minister, Managing Director, or Executive Director regarding the status of program delivering including topics such as status of payments, submissions, and inquiries regarding eligibility.
- Lead and/or participate in lessons learned and best practices to improve future HARPs.
- Work with the Recovery Branch Supports Unit to plan and implement surge capacity as needed.

Manage the allocation of program finances in accordance with existing policies, directives, and agreements to effectively allocate funds to each program.

- Develop and manage the administration budget to meet performance standards.
- Review and approve payments on eligible claims; this includes development of briefing notes, transmittal memos.
- Liaise and negotiate with various provincial and federal levels of government on matters pertaining to federal assistance for Alberta HARPs.
- Manage the process to provide updates on financial and statistical information on programs in a timely manner to

HARP Finance and senior management for distribution to Treasury Board and Finance and the Premier as required.

- Manage the audit review process of all grant/payment documents to comply with Office of the Auditor General (OAG) and Public Safety Canada audits.
- Represent AEMA in discussions with the OAG regarding HARP administration.
- Serve as an Expenditure Officer for HARP administration.
- Provide knowledge and expertise in disaster assistance to the Minister and senior management.
- Consult with experts and federal and provincial government counterparts regarding future requirements and direction for financial and non-financial Recovery Programs.
- Engage ministries and the federal government regarding business cases and mitigation to solicit cost sharing options with the federal government.

Manage procurement of third party engineering contractors to complete the assessment of damages to meet the Safety Standard and Legal requirements.

- Lead procurement processes (RFP, PQRs) for Engineers, working with the various Recovery Managers, Contract Review Committee, Legal Services, Corporate Strategic Services, and other related stakeholders;
- Adhere to trade agreement obligations that bind the Government of Alberta via the Treasury Board Directive on procurement and sole-sourcing.
- Issue statements of work (to successful PQR engineering firms); assessing suitability and awarding project work.
- Manage contracts to achieve timely, positive outcomes and value for money while maintaining a positive and strong relationship with the contractor.

Manage the assignment and monitoring of engineering services in accordance with established standards and performance measures.

- For the local authority assessments required, issue statements of work (SOW) in accordance with GoA policies, directives, and procedures to provide a fair and transparent assessment and based on said assessment award the project contract.
- Oversee the training of contracted service provider on the Disaster Assistance Directives, eligibility of damages under the DAD and DFAA and appropriate software if required.
- Oversee civil engineers' assessment of infrastructure for damage caused by the event, HARP eligibility, as well as, interim and final inspections.
- Oversee structural engineers' assessment of properties for damage caused by the event and meets HARP eligibility (no enhancements to structure and repairs fall under DAD).
- Confirm all assessments are completed within the contracted timelines, budget and resources or certify that amendments to the contract are completed in a timely and efficient manner ensuring that relevant stakeholders are updated.

Manage the development and presentation of reports to reflect unit achievements and inform future contract and HARP planning.

- Oversee accuracy, tracking and compilation of required reports on the status of contracts and SOWs including resources, budget, and timelines.
- Review and approve the internal and external updated performance measure processes and information for presentation to senior level management, the Managing Director and Corporate Strategic Services (finance and performance measures units);
 - o Manage the evaluation of submitted engineering reports from the third-party contractors.
 - o Facilitate resolution of discrepancies in evaluation between HARP engineers and applicants' engineers.
 - o Manage the process to provide updates and data on programs in a timely manner to senior management and communications for distribution to the public.

Provide consolidated updates, advice and recommendations to the Director and Executive Team. Provide inputs to disaster recovery policy so that it reflects key issues in program administration and delivery.

- Interpret policies and procedures regarding disaster recovery federal and provincial legislation for all GoA departments.
- Assist with policy recommendations to address issues that arise during the development and administration of HARPs .
- Contribute to the review and update the Disaster Recovery Regulations and DAD.
- Provide recommendations to the development of priority recovery strategies based on expertise in engineering services.

- Provide disaster recovery program policy perspectives and expertise to support the implementation of integrated information systems that will support improved management decision making.

Manage and effectively allocate the engineering budget in accordance with existing policies, directives, and agreements.

- Develop and manage the administration budget to meet performance standards.
- Manage the audit review process of all engineering documents to achieve compliance with HARP Finance Audit, Office of the Auditor General and Public Safety Canada audits.
- Represent AEMA in discussions with the OAG regarding engineering contracts.
- Serve as an Expenditure Officer for engineering administration.
- Consult with experts and federal and provincial government counterparts regarding future requirements and direction.
- Engage the federal government and other provinces and territories to encourage changes in their programs and solicit cost sharing options with the federal government.

Lead a team to be high-functioning, with motivated and engaged staff working toward achieving common business goals.

- Develop recruiting and retention strategies for their Team and manage recruitment and onboarding of staff (e.g., Staffing Requests, Job Descriptions).
- Manage the ongoing development of a highly skilled, motivated, and productive staff and support their professional learning, achievement of performance plans, and development of skills and knowledge.
- Plan and implement the efficient and effective use of budget and staff resources to support achievement of unit and branch goals.
- Foster a positive workplace environment and creating a culture of mutual trust and respect with allocated personnel resources.
- Build a common vision and objectives amongst direct reports and project teams.
- Provide oversight to the work unit and project teams to confirm that work is appropriately prioritized delivered on time and meets the requirements of senior management.
- Synthesize and contribute the team's input into branch planning and reporting.

Support the Director in leading the Unit operations in line with AEMA, department and GoA policies and priorities and programs.

- Lead and/or participate in the design and implementation of Branch priority projects and strategies and other multi-stakeholder or ministry-wide initiatives.
- Provide consolidated updates, advice and recommendations to the Director and Executive Director.
- Manage development of briefings, action request responses, Ministerial correspondence, and recommendations to senior management including the Managing Director, Deputy Minister and Minister pertaining to issues, opportunities, and challenges associated with the recovery.
- Maintain awareness of emerging disaster recovery issues, best practices, and developments in disaster recovery technology.
- Represent the Branch on multiple internal and external committees.
- Promote co-ordinated inter-branch approaches in response to emerging issues.
- Provide disaster recovery policy perspectives and expertise to support the implementation of integrated information systems that will support improved management decision making.
- Act for the Director as required.
- May be required to work in the Provincial Emergency Coordination Centre or on field assignment as needed during emergencies in order to coordinate provincial emergency response efforts and/or to support/advise/assist government ministries, local authorities, Metis Settlements, and/or other organizations. In these circumstances, the position may require working extended and irregular hours and/or shifts with minimal or no notice, particularly during emergencies and exercise.



Problem Solving

Typical problems solved:

The Manager will encounter problems throughout the planning, initiation, administration and closure phases of HARPs. These problems will include:

- Forecasting resource requirements for the tenure of a program in order to complete the HARP. As such the Manager plays an integral role in the recruitment, training and ongoing coaching and development

of Team Leads, Case Managers, File Review Specialists, Evaluators, and Engineers.

- Managing the program budget, which includes safeguarding financial transfers adhere to the Disaster Assistance Directives and the Disaster Financial Assistance Arrangements. Numerous issues will arise throughout this process and the Manager certifies stakeholder relations are maintained and substantial justification provided to federal counterparts for projects that do not typically align with the directives of the program.

Types of guidance available for problem solving:

The Director and Executive Director of the program area will provide coaching and direction to the Manager to navigate policy and stakeholder related issues that may arise.

The Manager has access to other program areas such as Program Interpretation, Finance, and Engineering to provide advice and direction in those technical areas.

Direct or indirect impacts of decisions:

Failure to recruit to this position would leave the team without proper guidance to provide recovery support to communities impacted by disaster.

Key Relationships

Major stakeholders and purpose of interactions:

This position builds relationships and supporting capacity development in local authorities to lead their own recovery from disasters. The manager is expected to work with DEMS, CAO / SFO level roles and higher in local authorities.

Other Managers and Director - provide leadership with updates and recommendations as it relates to the planning, implementation, monitoring, execution and reporting for the ministry component of DRP.

Team - provide daily coaching and guidance; guide issues resolution on specific cases to reduce escalations to the Director; guide employees in accordance with performance measures for the unit; review all files prior to submission to the Director.

DRP Finance - provide summaries and approval documents / evidence to support inter-unit transfers, accruals and lapses.

Third Party Auditors and Public Safety Canada - liaise on specific claims re: cost share program information and expectations.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Public Administration	Other	

If other, specify:

Business Administration, Project Management, Emergency Management

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

Education and Experience

- Post-secondary degree and a minimum of four years progressively responsible work experience in a related field. A related field includes education in Human and Social Sciences, Engineering or Business or experience in Grant Administration, Project or Contract Management. Equivalencies for experience in place of education will be considered eligible.
- Experience with grants, contracts or project management is an asset.
- Certification and/or training in Project Management and Leadership is an asset.
- Experience in emergency management with a non-government organization or at the local, provincial level is an asset.

- Experience in supervisory roles with employee development and/or coaching is an asset.

Knowledge

- Knowledge of the Emergency Management Act, Disaster Recovery Regulation, Disaster Assistance Directives, and Disaster Financial Assistance Arrangements.
- Knowledge of processes related to financial and human resource management, including contract management.
- Knowledge of budgeting, forecasting to understand project finances that are part of the HARP.
- Knowledge of the GOA financial systems and management reporting processes, timelines and guidelines.
- Knowledge of the emergency management framework that is applicable to the GoA.
- Knowledge of the procurement policies and processes applicable to the GoA.
- Knowledge of fiduciary responsibilities related to utilization of public funds.
- Knowledge of audit processes.
- Understanding of various professional reports is an asset (e.g., engineering reports, geological reports)
- Familiarity with commercial insurance, leasing documents, and financial statements.
- Demonstrate excellent customer service and people skills and experience dealing with persons in distress.- Knowledge of the priority issues related to local authority and Metis Settlement recovery, and awareness of how opportunities issues impact more integrated community recovery planning and implementation.

Skills and Abilities

- Project management, coaching, relationship building and stakeholder management
- Strong verbal and written communication skills - public relations, report writing, listening, conflict management, meeting skills, negotiating, networking, relationship building, and teamwork
- Ability to work in a fast paced, high stress environment that requires issues management and problem solving skills
- Ability to provide stakeholders and leadership with appropriate consultation that takes into account policy and financial implications of recommendations or decisions.
- Ability to provide strategic evidence based decision making. This will require in-depth research, analysis and problem solving skills as well as the ability to influence up and down, effectively communicate while demonstrating innovative thinking
- Proficiency in the use of technology for communication, database management, database queries, analysis, and reporting purposes (e.g. DRP Database, MS Word, Excel, PowerPoint, Access, Outlook, M365, Internet and Intranet, and Share Point).

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 type="radio"/>	<input type="radio"/>		
Develop Networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

Benchmarks

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

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name	Date yyyy-mm-dd	Employee Signature
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Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature
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Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature
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ADM Name	Date yyyy-mm-dd	ADM Signature
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DM Name	Date yyyy-mm-dd	DM Signature
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