

## New

Ministry

Public Safety and Emergency Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Provincial Duty Officer

Requested Class

Program Services 2

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

AEMA, Provincial Operations/Central Operations

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Program Services 3

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

The Watchstation/Provincial Duty Officer (PDO) provides the 24 hours a day, 7 days a week operational capability for the Provincial Emergency Coordination Centre (PECC) that monitors, analyzes and provides recommendations with regards to hazards or emergencies that have impacts or potential impacts on Alberta community functions, Alberta and/or Albertans. The PDO provides situational awareness for executive decision-makers and elected officials. The Watchstation/PDO is the first point of contact for emergencies or disasters that are impacting the Government of Alberta (GoA), municipalities, First Nations, Metis Settlements or federal partners and that require a GoA response.

#### Responsibilities

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

Responds to inquiries that are related to requests for information, advice on emergency techniques, and requests for assistance.

Activities:

- Staff the Watchstation 24/7, 365 days a year to provide a centralized emergency management point of contact for

GoA, municipalities and emergency management partners.

- Engage with emergency management professionals from other GoA ministries; Federal, Provincial, Territorial, and international emergency management organizations; and other stakeholders including municipal emergency management partners, industry, and the public.
- Engage with AEMA staff with regards to short turn around requests for information from senior GoA executives or elected officials and their staff.
- Prepared to deal with requests and activities that occur after normal work hours and engaging the appropriate emergency management partners as required.

Responsible to build and maintain situational awareness of potential and ongoing public safety emergencies or disasters that impact Alberta and/or Albertans.

Activities:

- Engage in both passive and active monitoring of a variety of information sources, both public and governmental, to help identify and anticipate emerging situations.
- Apply critical thinking and real-time analysis of developing emergency situations, determine available options, and provide assessment and recommendations that may result in the increase the readiness posture of the PECC.
- Provide detailed handover information for shift change or when the PECC is elevated and incoming PECC Staff require a situation briefing.
- Maintain a detailed duty log in the information management system to ensure actions are tracked and to enable post-incident assessment.

Disseminate information on potential or ongoing emergency or disasters that may require a GoA response.

Activities:

- Create and send the PECC Daily Situation Report to all GoA CMOs, BCOs, Federal emergency management partners, and all Alberta DEMs/DDEMs.
- Ensure appropriate managers are informed of emerging or developing situations that may have an impact upon community functioning that may require a GoA response.
- Provide analysis and recommendations on emerging or developing situations based on experience and historical events.
- Create and disseminate as require Developing Situation Reports and Executive Notification reports to provide situational awareness on potential or ongoing emergency or disaster to AEMA management and executives.

Provides support to the PECC staff during a PECC elevation of Level 2 or higher.

Activities:

- Support the Manager PECC by being flexible and adaptable to rapidly changing situations.
- Function as the various PECC Sections until PECC Section Staff arrive to conduct handover.
- Provide support to PECC Sections (Plans, Operations/Emergency Social Services, Logistics, Finance/Administration) with emergency management skills, knowledge, and technical expertise.
- Provides aid and assistance to Agency Representatives (ARs) attending the PECC.
- Provide expert knowledge of the information management system for all staff attending the PECC.
- Contribute to the post-incident assessment (PIA) to further enhance future GoA responses to emergencies or disasters.

Provide support to other Provincial Operations Units and lines of work.

Activities:

- Perform research and prepares action request response, briefings, background documents, correspondence and recommendations for consideration by the Senior POD, PECC Manager, senior Ministry representatives and MLAs as required.
- Augment the Training Unit's simulation training cell to facilitate the training of provincial All-Hazard Incident Management Team (AHIMT).
- Provides support to the Plans Unit's business continuity plan reviews.
- Provides support to the Emergency Social Service Unit's ESS Framework and Mass Evacuation Plan.

Responsible for ensuring readiness of the PECC and Watchstation, including the business continuity actions to maintain these critical services.

Activities:

- Ensuring the readiness of the PECC Operational Floor and subsidiary systems by testing the computers and subsidiary systems on a bi-weekly basis.
- Perform functionality tests of the Major Event Support Apparatus (MESA), the PEC-in-a-Box (PiaB), and the Watchstation bug out kit as part of the AEMA Business Continuity Plan.
- Contribute to the review and update of PECC SOPs, Common Documents, and Watchstation SOPs and recommend changes as necessary.
- Maintain and update lists for the CMOs and BCOs from other GoA departments and Federal partners.

Research, write and edit material for publication and distribution to increase awareness and inform decision making.

- Perform research and prepares action request responses, briefings, background documents, correspondence, and recommendations for consideration by the PECC Manager, senior Ministry representatives, and MLAs as required.
- Complete research on all matters pertaining to emergency management in order to advise decision-makers.
- Respond to external and internal requests for emergency management-related statistics.
- Coordinate aspects of event planning for province-wide emergency management related events (for example Emergency Preparedness Week) in collaboration with Agency and ministry communications staff.

Contribute to the maintenance and readiness of the PECC, alternate PECC, and MESA.

- Contribute to the review and update of PECC SOPs and recommend changes as necessary.
- Contribute to the development of effective emergency management plans, policies and procedures.
- Keep current with new developments in the field of emergency preparedness, mitigation, response and recovery
- Maintain knowledge of a variety of programs and projects provided by jurisdictions in other provinces and at the national and international level and continually review their usefulness and applicability to the GoA.
- Identify gaps or conflicts in policy, standards or legislation and propose appropriate changes.

## Problem Solving

Typical problems solved:

- **Emergency Response & Coordination** - Ensuring a rapid and effective response to hazards or disasters impacting Alberta communities.
- **Situational Awareness** - Providing timely updates and analysis for executive decision-makers to facilitate informed decisions.
- **Communication & Information Dissemination** - Managing the flow of critical emergency management information across government and partner agencies.
- **Cross-Agency Collaboration** - Coordinating efforts among government ministries, municipalities, First Nations, Metis Settlements, and federal agencies.
- **Operational Continuity** - Maintaining 24/7 readiness of the Provincial Emergency Coordination Centre (PECC) to support ongoing emergency management needs.
- **Monitoring & Risk Assessment** - Identifying emerging threats through passive and active monitoring of information sources.
- **Training & Preparedness** - Supporting simulation training for emergency response teams and contributing to emergency management frameworks.
- **Policy & Procedure Enhancement** - Reviewing and improving emergency response policies, plans, and SOPs.
- **Post-Incident Evaluation** - Conducting assessments after emergencies to refine future response strategies.
- **Public Safety Advocacy** - Helping government agencies and communities prepare for and mitigate risks related to emergencies and disasters.

Types of guidance available for problem solving:

Inter agency collaboration, Standard Operating Procedures & Policy, internal department consultation, consultation with leadership, mentorship and training.

Direct or indirect impacts of decisions:

**Direct Impacts:**

- **Emergency Response Efficiency** - Quick, well-informed decisions can reduce casualties and damage during

crises.

- Situational Awareness for Decision-Makers - Accurate information ensures that government officials take appropriate actions.
- Resource Allocation - Effective coordination ensures emergency resources (personnel, equipment, funding) are deployed where needed.
- Community Readiness - Timely communication with municipalities, First Nations, and emergency partners helps communities prepare.
- Legal & Policy Compliance - Decisions align with federal and provincial emergency management laws, avoiding legal issues.
- Operational Continuity - Maintaining 24/7 monitoring ensures Alberta remains responsive at all times.

Indirect Impacts:

- Public Trust & Confidence - A well-coordinated emergency response increases trust in government institutions.
- Economic Stability - Preventing and mitigating disasters minimizes economic losses for businesses and residents.
- Long-Term Policy Development - Lessons learned from emergency responses influence future policy adjustments.
- Mental Health & Social Stability - Effective disaster response reduces long-term trauma and displacement of affected populations.
- Infrastructure & Environmental Recovery - Ensuring quick response contributes to rebuilding efforts after disasters.
- Intergovernmental Relations - Collaborative efforts enhance relationships between provincial, federal, and Indigenous governments.

## Key Relationships

Major stakeholders and purpose of interactions:

Fellow PDOs, Training and Communication Officers, and PECC Application Coordinator

- Collaboration and information sharing

Key PECC staff (during event) • Develop and package information in response to emergent or ongoing events

- Provide updates and coordinate communications between groups

Other GoA departmental representatives, including CMOs, BCOs and Local Authority Emergency Coordination Centre duty staff

- Liaison, coordination, consultation and response support

Ministry, Agency and other GoA departmental communications staff

- Work cooperatively with representatives from other GoA Ministries on emergency management-related communication initiatives during public safety events.
- Foster consistent and integrated messaging is communicated with external and internal audiences.
- Liaise with the assigned Municipal Affairs

Other Federal / Provincial / Territorial / International emergency management partners

- Liaison, coordination and collaboration

External emergency management stakeholders, including (but not limited to):

- Municipalities, First Nations and Metis Settlements (local emergency management and communications staff)
- NGOs
- Federal Ministries (Public Safety, Indigenous Services Canada, RCMP)
- Industry communications staff
- Liaison, coordination, collaboration, communications and response support

## Required Education, Experience and Technical Competencies

|                  |             |                               |             |
|------------------|-------------|-------------------------------|-------------|
| Education Level  | Focus/Major | 2nd Major/Minor if applicable | Designation |
| Diploma (2 year) | Other       |                               |             |

If other, specify:

Public Safety or Emergency Management and other applicable fields. Equivalencies will be considered.

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

### Knowledge

- University or college degree/diploma in the Emergency Management field, or relevant educational background (e.g. Communications, Natural Sciences, etc.) and two years related experience, or one year experience for one year of education equivalence.
- Thorough knowledge of the four pillars of emergency management (mitigation, preparedness, response and recovery).
- Thorough knowledge of the Incident Command System (ICS).  
-ICS I-200 or higher is an asset.
- Experience in risk/crisis communication.
- Working knowledge of common social media platforms (searching, vetting and collection of data).
- Understanding of GoA and AEMA emergency plans, including:
  - Alberta Emergency Plan
  - GOA Business Continuity Plan
  - Alberta Pandemic Influenza Plan
- Client and stakeholder groups affected by Agency mandates, including relevant committees, advisory groups, and senior representatives.
- Applicable legislation, regulations, and guidelines.
- Awareness of applicable Government and Ministry policies, functions, and standards related to communications.
- Applicable information management systems and software tools.
- Working knowledge of emergency management operations.
- Intermediate level of understanding of the Microsoft Office Suite of programs.

### Skills

- Strong, clear and effective writing and communications skills.
- Ability to analyze information and risks; synthesize large amounts of information and develop appropriate recommendations in line with PECC operational goals.
- Professional judgment and decision-making skills, including ability to determine priorities and to represent Ministry and Government on external committees involving multiple stakeholders and sensitive strategic and political information.
- Interpersonal and relationship management skills, including demonstrated abilities to collaborate and negotiate with varied and diverse clients and stakeholders.
- Adept at developing and maintaining collaborative working relationships within the Agency and with Government representatives and external stakeholders.
- Subject matter expertise to inform the content for new and innovative communication products to facilitate the knowledge, understanding and acceptance of Agency programs to external stakeholders.
- Organizational and time management skills.
- Commitment to teamwork and continuous improvement.
- Adaptability and flexibility to switch priorities and quickly escalate to emergency response protocols as the situational awareness evolves.

### Ability

- Ability to identify, assimilate, consolidate and disseminate information and associated reports during emergency and disaster events.
- Ability to develop recommendations and solutions based on consultations and research, and deliver information to Agency executives verbally and in writing.
- Ability to communicate in a clear, unbiased manner, presenting the facts and actions without inflationary or deflationary verbiage.
- Flexibility to work in a rotating schedule and on an on-call basis with varied hours (particularly during an emergency)
- Ability to operate in ambiguous situations, faced with competing priorities, multiple and over-lapping jurisdictions,

conflicting or unclear mandates and multiple lines of authority, during crises.

- Ability to conduct research, analyze data and complete reports on provincial-level emergency management issues, hazards and policy.
  - Ability to work under tight deadlines with accuracy.
  - Ability to develop communications products that meet requirements of the PECC, while advancing the requirement for consistent and integrated government messaging during an emergency.
  - Ability to build and maintain partnerships and collaborative working relationships with Agency, Government and external stakeholder representatives.
  - Comfort in working under high-pressure situations and able to work collaboratively with diverse groups to achieve collective solutions.
  - The PDO position is a uniformed position. Uniforms are considered Personal Protective Equipment (PPE) and must be worn when operating commercial and emergency vehicles.
  - Ability to work shifts on a 24 hours a day, 7 days a week rotation.
- Excellent writing skills with a high attention to detail.
- Ability to work independently, managing time and work priorities with limited supervision and infrequent direction

## 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                     |   |  |
| Creative Problem Solving | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul> | <p>-Adapting to changing situations and altering processes to adapt to these situations.</p> <p>-Creating after action reports to create procedures in order to fill gaps.</p> |
| Develop Self and Others  | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> <li>• Reflects on performance and identifies development opportunities</li> <li>• Takes initiative to stay current</li> <li>• Shares with the team even when not asked</li> <li>• Actively coaches and mentors direct reports</li> </ul>  | <p>-Become involved in training and certificate programs such as ICS, to further support PECC functions.</p>   |
| Agility                  | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> </ul>  | <p>Emergency Management requires the ability to adapt and overcome quickly changing situations.</p>  |

|                  |  |   |   |
|------------------|--|---|---|
|                  |  | <ul style="list-style-type: none"> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>  |   |
| Systems Thinking | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> <li>• Sees impact of work on organization; anticipates change in own area based on activities in other areas</li> <li>• Considers how own work impacts others and vice versa</li> <li>• Ask questions to understand broader goals</li> <li>• Aware of how organization adds value for clients and stakeholders</li> </ul> | <p>Understanding what information is required by senior leadership and elected officials to make decisions, and how relaying the correct information to the proper audience can change the outcome of a coordinated emergency response.</p> |