

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Industry Liaison Field Officer

Current Class

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

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 Alberta government, to Albertans, and to their communities, for the protection of people, their property, the environment and the economy from the effects of disasters and emergency events. Alberta relies on a decentralized public safety system for managing the various emergency events that occur every year. The System is made up of many stakeholders and partners including government ministries, municipal agencies, non-governmental organizations (NGOs), industry, First Nation communities and Metis Settlements. AEMA accomplishes its mandate by effectively and successfully leading the coordination, collaboration and cooperation between all entities involved in the mitigation, preparedness, response and recovery activities within this diverse partnership.

The Industry Liaison Field Officer (ILFO) is the primary link between AEMA and industry partners including critical infrastructure stakeholders. The ILFO provides these stakeholders with expert advice and guidance within all phases of the emergency management continuum. The ILFO will be the advocate that will support the alignment with universal incident management standards such as the Incident Command System (ICS) which is mandated to Local Authorities and should be understood by industry and critical infrastructure partners. The ILFO should also be seen as an expert in the understanding of the Alberta Incident Management System (AIMS) and be an advocate in supporting and adopting its use, including the need for unified command when applicable.

The Industry Liaison Field Officer plays a critical role in building and maintaining relationships with some of AEMA's most critical stakeholders in industry and critical infrastructure operators as such the ILFO will facilitate and support

the creation of Incident Management capability and interoperability with public sector emergency management partners. This will be completed through training courses, emergency management exercises, facilitating the creation of an Incident Management Team (IMT), and other partnership building activities. As the provision of emergency management between the province and industry partners there is a some voluntary component, the ILFO must be able to influence the actions of stakeholders. However, the ILFO sits at the confluence of a number of regulations and legislative pieces that they will be required to have strong working knowledge of. These include but are not limited to; AER Directive 71, the Emergency Management Act (EMA), Local Authority Emergency Management Regulation (LEMR), the Forest and Prairie Protection act, the Alberta Dam and Canal Safety Directive, CSA Z246.2 - Emergency Preparedness and Response for Petroleum and Natural Gas Industry Systems, the Pipeline Act, Canadian Action Plan for Critical Infrastructure, and the Canadian Environmental Protection Act.

The ILFO may also be expected to provide service anywhere within the province based on resource needs and specific expertise. The ILFO will be expected to act in the capacity of a Regional Field Officer during large disaster events and will assist in developing shared situational awareness of ongoing disaster and emergency events within the province.

The Industry FO will be the advocate that will support the alignment with universal incident management standards such as the Incident Command System (ICS) which is mandated to Local Authorities via the LEMR, as industry partners should be able to work seamlessly with Local Authorities. The Industry FO should also be seen as an expert in the understanding of the Alberta Incident Management System (AIMS) and be an advocate in supporting and adopting its use, including the need for unified command when applicable.

The ILFO will share on-call duties in a rotation with other regional and First Nations Field Officers to ensure a 24/7 response capability.

Responsibilities

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

Respond and deploy to emergency and disaster incidents, providing expert advice and support to local authorities. This will normally involve attendance at a community or regional Emergency Coordination Centre (ECC), but could in some circumstances require attendance at the actual incident site or the Incident Command Post (ICP).

- Be prepared to travel independently with a high degree of self-containment.
- Be prepared to spend multiple days and nights away from home. This will occur during routine activity (planned) and during emergency events (unplanned).
- Function effectively in a high-stress environment over extended time frames (> 12 hours).
- Operate in an environment devoid of amenities.
- Provide detailed and regular situation reports to the Provincial Emergency Coordination Centre (PECC) to assist in the development of a shared understanding of the situation. This includes the early identification and communication of risks and future requirements.
- Continually monitor and assess the creation, tracking and completion of objectives.
- Apply expert knowledge of existing GOA programs and plans to initiate their activation in support of local authorities as needed.
- Facilitate communications between local authorities and GOA officials, and potentially federal officials, to ensure an effective and coordinated emergency response.
- Be prepared to host or assist with hosting senior officials visiting the affected community.
- Be familiar with and utilize programs and technology applicable to AEMA and incident operations

Support the two Regional Field Operations Managers and the Manager, First Nations Field Operations, and the Manager, Training, Certification, & Standards to achieve the goals of the units and inform planning and reporting.

- Provide reports and updates to inform the development of provincial pictures of emergency management and to inform unit plans and reports
- Develop responses to information requests and briefings etc.
- Ensure Field Operations Unit Standard Operating Guidelines are followed.
- Meet or exceed all performance measure requirements as laid out in the AEMA Operational Plan and/or the Provincial Operations Divisional Plan.
- Collaborate with other FOs to enhance services and supports to sustain a common and consistent approach across the province
- Any other duties as assigned by the Manager, Field Operations South.

- Inform, coordinate and deliver training on a variety of emergency management topics to enhance capacity and competency of communities.
- Provide emergency management training for local/regional stakeholders on a variety of topics based on assessment of needs.
- Liaise with the Individual Training Unit to inform and coordinate course development and course content adjustments.
- Facilitate the delivery of AEMA contracted emergency management training.
- Work closely with Collective Training Field Officers (CTFO) to design and deliver AEMA block Training to form an industry lead and qualified Incident Management Team (IMT) that is inter-operable with the existing regional All-Hazard IMTs.
- Work closely with Regional & First Nation Field Officers when working within AEMA regions when attending tabletop /full scale exercises, training and responding to incidents. Monthly personal meetings could be recommended in an effort to collaborate and cooperate with each other.

Monitor, liaise and provide advice on emergency plans to sustain a consistent standard of public safety system preparedness in alignment with legislated requirements and best practices.

- Provide technical advice to communities, emergency managers and the public on risk assessments, emergency planning, personal preparedness and regional governance options.
- Assist with the development of standard operating procedures and best practices in consultation with other emergency management professionals and professionals in other related disciplines.
- Provide/facilitate mentoring and coaching opportunities as required for industry partners.
- Attend industry supported Mutual Aid Group meetings and support synergies identified with industry, municipalities, communities and other government agencies. Involvement on various committees within these groups may be required.
- Attend industry tabletop / full scale exercises, support the municipality as required. Work with municipalities and industry to align emergency response objectives using ICS and specifically Unified Command.
- Attend industry member meetings and events with various stakeholders.
- Identify training opportunities that municipalities and industry share.
- Identify industry and municipal inventories of emergency response equipment throughout Alberta.
- Be the subject matter expert for questions from the PECC or FO's relating to critical infrastructure and industry legislation and regulations.

Problem Solving

Typical problems solved:

The AEMA Field Officer team (Regional, First Nations, WUI, CTFO, & Industry Liaison Field Officer) are the everyday "face" of AEMA to the public safety system stakeholders, including local governments in municipalities, First Nation communities, and Metis Settlements, and industry. The FO provides these stakeholders with expert advice and guidance in all aspects of emergency management.

As the central coordinator of Alberta's Public Safety System, AEMA relies upon relationships built by the FO with other stakeholders within the system- without those relationships; AEMA could not fulfill its mandate. The Field Officer plays a critical role in building and maintaining relationships with some of AEMA 's most critical stakeholders in local government and industry. As the provision of emergency management has a significant voluntary component and few real legislative standards, the FO must be able to influence the actions of stakeholders (e.g., to modify emergency management plans based on the FO assessment and exercises).

Emergencies can occur at any time. The on-call nature and requirement of this role allows the FO to develop and maintain the common operating picture outside of normal working hours. Information provided by the on-call FO can make the difference between the province having advance notice to prepare for developing threats (such as wildfires threatening an urban area) and being caught off guard when an emerging threat suddenly becomes a life and death situation for Albertans.

The Industry Liaison Field Officer works with a high degree of independence within a North / South divide of the province in accordance with unit and AEMA plans and priorities, existing legislation and standards, and the needs of

specific stakeholders across the assigned region. The ILFO has the ability to determine how best to engage and work with communities on their specific needs and resolves operational problems independently. The must have strong working knowledge of industrial regulations and legislation and how it applies to the local authorities.

Types of guidance available for problem solving:

The Manager of Field Operations is available to support with the more complex issues and will coordinate the FO efforts to ensure performance objectives are being met. Regional & First Nations Field Officers are available to provide guidance and assistance to questions and queries that arise in the performance of the ILFO scope of work. Additionally, Training, Certification, & Standards and the Collective Training Field Officers are available to assist the ILFO when necessary with training evolutions.

Direct or indirect impacts of decisions:

Needs and levels of competence can vary across communities, requiring the FO to be adaptable and maintain a broad and comprehensive knowledge-base. It is imperative that this advice is accurate, appropriate, timely and tailored to unique situations and circumstances. This advice is relied upon by AEMA's stakeholders to enhance their emergency planning, mitigation, response and recovery plans and efforts, and can have significant safety, legal, financial and political ramifications. In an actual emergency or disaster, this advice could make the difference between losing and saving lives.

Key Relationships

Major stakeholders and purpose of interactions:

The Industry Liaison Field Officer will serve as the bridge or conduit between Alberta Emergency Management Agency and stakeholders within industry, critical infrastructure, other government ministries, and local authorities. The ILFO needs to be skilled at influencing stakeholders in situations where no legislative framework exists in order to build relationships and partnerships. Additionally, they will need to be equally proficient in areas that are highly regulated with complex legislation, regulations, and oversight. Both of these relationships and partnerships have the ability to develop the emergency management framework within the province to a higher level and impacts the safety of all residents of the province.

Internal:

- Managers and FO peers. Provide updates on regional issues to inform broader provincial planning as well as unit and branch planning and reporting; collaborate and share information
- All AEMA staff, particularly within Provincial Operations. Provide a synthesis of regional needs to inform training and public education initiatives; provide advice on regional issues and readiness etc
- Other branches with the Ministry including Public Safety Division, the Office of the Fire Commissioner, Legal Services, the FOIP office, Human Resources and Local Government Services. Share information; inform planning; represent AEMA and ministry programs and services
- Other Ministries including Energy and the AER, AF, HS, IR, AH, AHS, JSG, etc. Provide advice and inputs based on regional knowledge; collaborate on common initiatives
- Members of the Legislative Assembly (typically when they tour the FO's region during emergencies). Respond to queries; provide updates

External:

- Municipal, First Nations, Metis Settlement, industry and Federal emergency management agencies and organizations.
- Communities - all levels of municipal government and First Nations councils including elected officials, CAOs and department heads, including the Director of Emergency Management (also includes the Metis Settlement equivalents).
- Federal departments - INAC, Health Canada (First Nations Indigenous Health Branch)
- Professional associations.
- Industrial operators.
- Fire services
- Law enforcement.
- Alberta Energy Regulator (AER)
- Canadian Energy Regulator (CER)

- Alberta Environment and Sustainable Resource Development Support & Emergency Response Team (ASERT)
- Canadian Association of Petroleum Producers (CAPP)
- Western Canada Spill Services (WCSS)

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:

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

Education and Training:

- A related certificate/diploma/degree in the areas of emergency management, public administration, or emergency services administration is desirable.
- Certified Emergency Manager or Associate Emergency Manager designation would be considered an asset.
- Certified Engineering Technologist (CET) designation would be considered an asset.
- Incident Command System (ICS) 400 qualified.
- ICS Train the Trainer Courses (preferred)
- AEMA BEM, DEM, MEO Courses.
- Basic POC Operations course or similar emergency operations center course.
- Exercise Design Course qualification preferred.
- Other desirable courses that directly or indirectly support emergency management field work, including ESS, IO, and ICS position specific training.
- First Aid
- Business Continuity Training and Certification an asset.
- First Nations Cultural Awareness training.
- Minimum Class 5 driver's license. Air brake certificate an asset.

Experience:

- Minimum five years' experience working in a leadership and decision-making role either in a public or private setting in a field involving operational and tactical level emergency management.
- Demonstrated experience influencing other professionals or teams of professionals outside of direct line of control.
- Experience functioning with little supervision and/or within a geographically dispersed staff desirable.
- Experience dealing with the public, news media, emergency responders (police/fire/EMS) and senior level officers in the public, private, volunteer, and NGO sectors is desirable.

Knowledge:

- Thorough knowledge of AEMA 's mandate and the Alberta Public Safety Governance System including detailed knowledge of the Emergency Management Act and its associated regulations including the Local Authority Emergency Management Regulation and the Alberta Incident Management System.
- Strong working knowledge of legislative and regulations including; Alberta Dam and Canal Safety Directive, CSA Z246.2 - Emergency Preparedness and Response for Petroleum and Natural Gas Industry Systems, AER Directive 71, Pipeline Act, Forest and Prairie Protection Act, Alberta Reliability Standards, The Canadian Environmental Protection Act, Canadian Action Plan for Critical Infrastructure, Municipal Government Act, and the Transportation of Dangerous Goods Act.
- Detailed working knowledge of current provincial plans, agreements, arrangements and procedures for emergency management, together with knowledge of the model municipal plans and associated municipal bylaws.
- Awareness and understanding of provincial capabilities and key vulnerabilities within emergency management.
- Knowledge of operational and tactical planning processes, as well as planning processes used within the GoA.
- Awareness of the Disaster Recovery Program and the Municipal Wildfire Assistance Program and their associated guidelines.
- Strong level of understanding of municipal ECC & ICP procedures.

- Knowledge and practical application of a risk managed, all-hazards approach to emergencies as defined within the Alberta Emergency Plan.
- Knowledge of risk and vulnerability analysis of natural, technological and/or civil hazards, especially related to the implementation of event response activities.
- Thorough knowledge and understanding of the Incident Command System.

Skills:

- Strong written and verbal communications skills.
- Strong negotiating, motivating, team building and consensus building abilities.
- Ability to deal with unpleasant, sensitive, disputed and/or critical matters in an objective, productive and compassionate manner.
- Proven ability to perform under extremely stressful conditions and emergency situations, providing concise and calm direction/advice in highly critical situations.
- Adaptable to changes in responsibility and situation.
- Strong time management and decision making skills.
- Excellent problem solving skills.
- Ability to operate all-wheel drive vehicles in all road conditions.
- Ability to operate AEMA's Major Event Support Apparatus (MESA) vehicle is desirable.
- Strong knowledge of the MS Office Suite of applications.

Abilities:

- Ability to recognize and appreciate the potential impacts of decisions on all parties involved in a situation.
- Ability to analyze and evaluate situations, objectively identify problems and develop possible solutions.
- Ability to work independently in a professional manner and in accordance with Standard Operating Guidelines.
- Ability to read, understand, and apply complex legislation.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems 	The Industry Liaison Field Officer (ILFO) plays a critical role in building and maintaining relationships with some of AEMA 's most critical stakeholders in local government and industry. As the provision of emergency management has a significant voluntary component and few real legislative standards, the FO must be able to influence the actions of stakeholders

<p>Systems Thinking</p>	<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"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	<p>The Industry Liaison Field Officer (ILFO) works with a high degree of independence in accordance with unit and AEMA plans and priorities, existing legislation and standards, and the needs of the specific stakeholders across the province. They need to respond and deploy to emergency and disaster incidents, providing expert advice and support to local authorities. This will involve attendance at a Emergency Coordination Centre (ECC), or the Incident Command Post (ICP). They must be prepared to travel independently with a high degree of self-containment and will spend multiple days and nights away from home while functioning effectively in a high-stress environment over extended time frames.</p>
<p>Develop Networks</p>	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Maintains collegial internal relationships and understands external network:</p> <ul style="list-style-type: none"> • Seeks to understand perspectives and needs of others • Follows through, has integrity and respect for others • Helps and follows through • Keeps key stakeholders informed; is professional and respectful 	<p>All FO's, including the Industry Liaison Field Officer (ILFO) need to be adaptable and maintain a broad and comprehensive knowledge-base. It is imperative that advice provided is accurate, appropriate, timely and tailored to unique situations and circumstances. This advice is relied upon by AEMA's stakeholders and can have significant safety, legal, financial and political ramifications. In an actual emergency or disaster, this advice could make the difference between losing and saving lives.</p>