

**New**

Ministry

**Describe: Basic Job Details****Position**

Position ID

Position Name (200 character maximum)

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 Emergency Management Lead reports to the Manager, Corporate Services. The position is appointed by the Department Deputy Head under the Government Emergency Management Regulation is accountable to lead all aspects of planning, incident response and continual improvement for the department's legislated and other emergency management responsibilities.

The position plays two distinct emergency management roles: Business Continuity Officer (BCO) which enables the department's preparedness and resiliency through a full range of operational disruptions, and Consequence Management Officer (CMO), which responds to provincial-scale emergencies under the coordination of the Provincial Operations Centre (POC). The BCO/CMO represents the department across the Government of Alberta (GoA) and ensures the department meets its mandate to support the Alberta Public Service (APS) and, by extension of this support, all Albertans.

The position is further leveraged to provide vital expertise from emergency and risk management lens to additional corporate work such as strategic/operational planning, enterprise risk management, facility

## Responsibilities

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

**Business Continuity:** Leads all aspects of the department's business continuity management program which includes the four pillars of prevent/mitigate, prepare, respond and recover to build organizational resiliency in the face of risks/threats to operational disruptions. The following highlights core outcomes with some key activities:

- Analyzes and customizes planning to meet the department's unique needs: Interprets and adheres to GoA legislation/requirements, industry international standards and best practices, and conducts a deep analysis of department needs and requirements (through risk assessment, business impact analysis, strategy development) to build a business continuity management program (BCMP) that balances foundational elements with a department-specific tailored approach.
- Creates and expands tools and processes: Determines where support tools/processes are needed, works with others to leverage additional expertise/knowledge and continually creates and augments these supports as part of the department BCMP; includes establishing/leading PSC Business Continuity Team, setting (de)activation triggers, situation awareness (e.g. staff location report), incident response (e.g. information line, standard operation procedures), etc. The Lead also formulates policy/procedural recommendations and briefs the executive team for endorsement and/or awareness.
- Provides leadership and advice on all aspects of incident response: Proactively identifies potential threats, engages in incident assessment (including impacts to staff and priority functions), determines actions required, and initiates a response including involving/providing direction to others, developing briefs/recommendations for leadership, leading incident response team/planning, initiates notification and ongoing incident briefs/communication, performs incident monitoring, identifies deactivation triggers, leads demobilization, and initiates/leads other related activities (including reporting to the Provincial Operations Centre).
- Continually seeks ways to improve department preparedness: Initiates/designs (e.g. objectives, methodology, scope) and leads exercises to evaluate current business continuity training, processes, planning, etc. and, following an incident, seeks feedback from all impacted staff to develop an incident debrief (including determining method/scope, survey development, etc.). Through both activities, the position identifies/analyzes areas of success and improvement, and develops a report which includes strategies to address gaps which the Lead presents to Executive Team for awareness and endorsement. The Lead engages in additional augmented planning outlined in audit report and previously identified gaps/needs (e.g. Essential Services List function planning).
- Determines and leads ongoing awareness and training to improve department response capabilities: Continually assesses awareness/training levels and identifies needs by audience (e.g. general staff, senior leadership, Business Continuity Team), gap (e.g. lack of understanding of procedures), etc. and develops approach/materials, and leads implementation to address requirements (e.g. Business Continuity Team members training program).
- Ensures planning is current through ongoing maintenance and updates: Engages in ongoing maintenance (e.g. monthly staff location assessment resource), recognizes and updates plan when maintenance triggers are met (e.g. organizational change, following incident, annual business impact analysis), and leads a complete BCMP biennial review to meet audit/submission deadline for the Alberta Emergency Management Agency (AEMA) securing Department Deputy Head formal approval.

**Consequence Management:** Serves as the department Consequence Management Officer (CMO) through the Provincial Operations Centre (POC) and leads or works collaboratively with internal/external contacts to fulfill all department Government Emergency Management Regulation and Alberta Emergency Plan requirements during a provincial-scale emergency. The following highlights core outcomes with some key activities:

- Determines requirements and enables department emergency management planning: Interprets and adheres to GoA legislation/requirements (e.g. policies, processes) and emergency management (best) practices to develop the PSC Consequence Management Plan (CMP) (and PSC Emergency Management Framework) to meet department mandated role. The Lead establishes a network of internal/external contacts, builds connection points, and engages in ongoing process development to achieve incident response requirements.
- Responds and meets department requirements during Provincial incidents: Acts as the department agency representative at the Provincial Operations Centre (POC) during provincial-scale emergencies, meets established requirements (e.g. POC attendance/reporting, PSC CMP interactions/processes) and assesses/responds to evolving requirements, including building new processes/networks as needed.
- Ensures the department engages in continual improvement: Initiates a post incident review following incidents to identify lessons learned and briefs and/or develops recommendations to augment PSC CMP and related-planning for Executive Team endorsement. The Lead also contributes to POC debrief to determine provincial coordination lessons learned.
- Provides advice/input for PSC in cross-ministry groups: Participates, contributes and represents the department in cross-government emergency management planning committees, working groups and collaborations to capture the PSC's perspective and role in incident response (e.g. Hazard Identification and Risk Assessment framework, Alberta Emergency Plan, etc.).
- Engages in cross-government training, awareness, and exercises: Contributes and participates, as the department representative, in GoA-wide training/awareness sessions and annual emergency management exercises to ensure knowledge sharing, continual improvement and incident preparedness.

## Problem Solving

Typical problems solved:

- Clear understanding of emergency management legislation, frameworks, plans and policies.
- Ability to understand and breakdown complex issues.
- Strong strategic, analytical and problem-solving skills to develop targeted solutions.
- Advanced research and information integration skills.
- Strong aptitude for independent decision-making and the ability to be self-directed.
- Advanced project management skills (including principles, techniques and tools) and application (e.g. project planning, tracking).
- Excellent organizational, prioritization and time management skills to meet short/critical timelines.
- Strong leadership skills, and teamwork and relationship building skills with a diverse group of stakeholders.
- Effective conflict resolution and facilitation skills.
- Advanced communication skills to cater messaging based on the audience (e.g. general staff, senior leadership), method (e.g. verbal presentation, facilitation, written report, powerpoint) and function (e.g. training/staff resource document, briefing, report, executive summary, staff resource).
- Able to remain composed and objective in stressful situations.

Types of guidance available for problem solving:

**Emergency management-related legislation:**

- Emergency Management Act
- Government Emergency Management Regulation

**Other GoA documents:**

- GoA Business Continuity Guide
- GoA Business Continuity Plan
- Alberta Emergency Plan

**Industry and other-related standards:**

- Disaster Recovery Institute - 10 Professional Practices for Business Continuity Practitioners
- International Org for Standardization (ISO) 31000-10 - Risk management - Principals and guidelines
- Canadian Standards Association (CSA)-Z1600-17 - Emergency and continuity management program

**Corporate plans:**

- Treasure Board and Finance business plan
- Department strategic and operational planning, risk management, etc.

**Department emergency management plans:**

- Business Continuity Plan (developed by the position)
- PSC Contingency Plan (developed by the position)
- Facility Emergency Management Plans

**Direct or indirect impacts of decisions:**

- The position is accountable, by appointment, to meet the department's emergency management requirements on behalf of the Department Deputy Head and is trusted to keep the PSC Executive Team involved in BCMP development (e.g. informed of gaps, endorse augmenting work) and incident response (e.g. defined role, defined decision points, provide recommended actions, fully briefed, etc.).
- Supports compliance with legislation (e.g. PSC BCMP submission to the AEMA for audit).
- The Lead is responsible to support organizational resiliency by ensuring appropriate planning, awareness, training and incident response is in place to restore organizational operating priorities within acceptable timeframes to ensure APS and other key stakeholders continue to receive vital supports.
- The position is a vital support to all areas in the department through meeting pre-incident planning/ understand to ensuring all areas/staff are supported during a business continuity incident.
- During a provincial-scale emergency, the position fills a required role as department agency representative to ensure a coordinated government response to address the impacts/needs of an incident and supports the department's mandate to provide centralized supports to the APS.
- The position offers unique expertise on emergency management/risk management lens used to strengthen and ensure the department meets its mandate; and also the Lead represents the department to provide advice to strengthen cross-government emergency management work.

**Key Relationships**

**Major stakeholders and purpose of interactions:**

- Executive Team - Briefs and provides recommendations for endorsement on department emergency management program development and incident response. Frequency: From annually (e.g. regular progress updates) to daily (e.g. active incident response requirements).
- Executive Directors - Seeks endorsement of emergency management activities, and involvement to ensure appropriate planning is in place to support department priority functions. Frequency: From Several

times/year (e.g. review and endorsement of materials/proposed approach) to daily/weekly (e.g. active incident response requirements).

- Internal emergency management contacts (includes Business Continuity Team, subject matter experts, and some external contacts) - Leads and provides direction on requirements to fulfill planning, preparedness and incident response for business continuity, and works together to support consequence management-related incident response through information sharing and being responsive to address PSC requirements to meet its mandate. Frequency: From monthly (e.g. planning) to daily (incident response).
- Provincial Operations Centre - Serves as PSC CMO agency representative to facilitate information sharing, addresses questions and ensures that PSC mandated requirements to address the impacts of a provincial-scale incident are met. Frequency: Daily during an incident.
- Alberta Emergency Management Agency - Participates in and contributes to GoA-wide emergency management-related discussions, working groups, exercises, initiatives, etc. Frequency: Every few months or monthly.
- Cross-government BCO/CMO peers - Liaises as required to meet incident-specific needs, engages in networking to maintain current knowledge, and shares best practices in government to improve PSC emergency management-related planning. Frequency: Every few months (e.g. planning) to daily (incident response).

**Required Education, Experience and Technical Competencies**

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

If other, specify:

Business administration, disaster and emergency management, business continuity, or related experience.

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

- Associate Business Continuity Professional designation would be an asset.
- Post-secondary education in a related field plus a minimum of 4 years progressively responsible experience in business continuity, emergency planning or risk management.
- Good understanding of the Emergency Management Act and Government Emergency Management Regulation.

**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		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none"> <li>• Plans for how current situation is affected by broader trends</li> <li>• Integrates issues, political environment and risks when considering possible actions</li> <li>• Supports organization vision and goals through strategy</li> <li>• Addresses behaviours that challenge progress</li> </ul>	The position takes a holistic view of departmental requirements/needs within the context of emergency management/organizational goals across the GoA and factors that into future emergency management planning including the need to develop (or hold off on developing) new processes given

			impending corporate short, medium and longterm changes in progress.
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> <li>• Uses wide range of techniques to break down problems</li> <li>• Allows others to think creatively and voice ideas</li> <li>• Brings the right people together to solve issues</li> <li>• Identifies new solutions for the organization</li> </ul>	The position must keep aware of any/all options to develop alternative solutions to meet organizational outcomes including leveraging new technological resources, engaging others to brainstorm in a safe and supported space, and facilitating discussions that breakdown issues into root causes to implement a multistrategy approach.
Agility	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> <li>• Creates opportunities for improvement</li> <li>• Is aware of and adapts to changing priorities</li> <li>• Remains objective under pressure and supports others to manage their emotions</li> <li>• Proactively explains impact of change on roles, and integrates change in existing work</li> <li>• Readily adapts plans and practices</li> </ul>	The position works in a highly dynamic environment where they must make informed decisions and respond quickly to unclear/ unknown situations, explain any process shifts and provide direction to an incident response team to meet known organizational restoration goals within a set timeline.
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> <li>• Involves stakeholders and shares resources</li> <li>• Positively resolves conflict through coaching and facilitated discussion</li> <li>• Uses enthusiasm to motivate and guide others</li> <li>• Acknowledges and works with diverse perspectives for achieving outcomes</li> </ul>	The position deals with conflict and differing viewpoints regularly and must leverage a full understanding of these varied perspectives to develop solutions/ strategies to determine a shared path forward to reach set outcomes.
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> <li>• Forecasts and proactively addresses</li> </ul>	decision making on practical resources/ available options keeping the end outcome in mind, the perception of others

		<p>project challenges</p> <ul style="list-style-type: none"><li>• Removes barriers to collaboration and achievement of outcomes</li><li>• Upholds principles and confronts problems directly</li><li>• Considers complex factors and aligns solutions with broader organization mission</li></ul>	<p>(but must also take time to respectfully communicate the rationale of decisions made, opening the door to a future conversation for shared understanding of the issues/perceptions in play).</p>
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