

Working Title <b>Emergency Response Officer</b>	Name <b>Vacant</b>
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Position Number	Reports to Position No., Class & Level <b>ERU Manager and Ops Chief (SM 2) -</b>	Division, Branch/Unit <b>Regulatory Assurance Division, Environmental Emergency Mgmt. Branch / Emergency Response Unit (ASERT)</b>	Ministry <b>Environment and Protected Areas</b>
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Present Class <b>Program Services 4</b>	Requested Class
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Dept ID	Program Code	Project Code (if applicable)

**PURPOSE:**

Under the general direction of the Senior Manager, Emergency Response Unit, the ASERT Emergency Response Officer provides leadership, coordination, development, facilitation and knowledge/skill transfer to multi-disciplinary teams involved with environmental emergency management issues and initiatives within the ministry, across the government, and throughout the province. This position employs a risk-based, all-hazards approach to emergency management, guided by the emergency management pillars: prevention/mitigation, preparedness, response and recovery.

The position coordinates and supports Environment and Protected Areas (EPA) planning and response to environmental emergencies and disasters, assuring public safety (which includes the protection of life and property) and environmental protection. This involves designing, planning, managing and evaluating projects, contracts and policy, the coordination of cross-government plans, coordinating EPA's emergency response, and the development and execution of emergency response training and exercises.

As the expert in the field of environmental emergency management with a strong background in science/resource management, this position is prepared to act as the ministry spokesperson and representative concerning emergency management within a multi-jurisdictional group, including other government departments, the federal government, foreign governments, municipalities, research groups, and business and industry. This position operates in an environment that is highly stressful, technically based with potentially high political risk. Expected to act independently, this position serves as an environmental emergency management expert for the Government of Alberta.

**RESPONSIBILITIES AND ACTIVITIES:**

**ASERT Duty Officer**

- As one of five ASERT Duty Officers, this position maintains 24/7 operational readiness and awareness (as part of a weekly on-call rotation) as the primary contact for spills and other environmental emergencies in the province.
- Is the primary coordinator, or leads the departmental efforts to support another coordinating agency, in the response to an event;
- Conducting detailed risk assessment on calls received to assess impact, the probability of the incident escalating and determining what response action to take.
- Developing and implementing environmental incident action plans to meet department goals, local issues and public needs and concerns related to emergencies.
- Providing scientific and technical knowledge and "one window" access to resources, expertise, logistics and data in support of EAP site activities during an incident during working hours, after hours and on weekends.
- Providing consistent and timely information to the Executive Team and to external (public/media) communications for

## RESPONSIBILITIES AND ACTIVITIES:

the duration of the incident;

- Preparing and distributing Situation Reports regarding the status of the incident for EAP staff and external agencies.
- Briefing departmental staff on incidents, up to and including the Minister.
- Deploying on call personnel to emergencies, accountable for the health and safety of EAP resources on site as a supervisor
- Maintaining documentation of incidents and actions taken

### Planning

- Developing and executing environmental response and preparedness plans to meet Government and department goals, local issues and public needs and concerns
- Developing a standard environmental emergency management processes for regions ("regions" include EAP regions/areas, Industry and municipalities in those regions) based on provincial policies and procedures.
- Formalizing and maintaining relationships with key stakeholder groups, attend external agency exercises to provide expertise and awareness of environmental issue during emergencies.
- Communicating plans and procedures to EAP staff and provincial stakeholder groups.
- Obtaining internal and cross-agency consensus on draft plans and procedures. Once in place, continually monitor, evaluate, and validate these plans and procedures
- Training and orient staff and external agencies on new plan processes and procedures. Develop and lead regional training exercises.
- Developing, testing and maintaining (in collaboration with EAP, Government and regional stakeholders) protocols to guide, facilitate and culturally-embed joint decision-making and the "one virtual team" concept
- Assisting the Executive Team to determine necessary resource re-allocations to maintain and enhance EAP's environmental emergency response capabilities
- Conducting needs analysis of regional and provincial hazard-specific plans and provides subject matter expertise on maintenance of plans as required.
- Leading in the development of Geographic Risk Assessments (GRA) with provincial partners. The GRAs are to follow EAP risk management processes and will lead to the development of Geographic Response Plans (GRP). GRPs will indicate response procedures based on a specific hazard and risk as identified in the GRA. The ERO will be the expert in this planning and their execution.

### Training

- Identifying operational and health and safety training needs of ASERT and EAP staff with respect to environmental emergency response
- Providing training to EAP staff regarding their role as regional responders and technical review of applications plans and reports.
- Developing, designs and delivers training courses and exercises in consultation with internal and external stakeholders
- Liaising with external agencies/partners on training issues, undertaking exercise design and implementation as required.
- Planning and budgeting for staff training.
- Contribute to the development of training standards.
- Developing and rehearsing environmental emergency planning scenarios;
- Maintaining documentation of training of EAP emergency response staff,
- Demonstrating departmental capabilities to industry, stakeholders and other agencies.

## RESPONSIBILITIES AND ACTIVITIES:

### Response Equipment and Resources

- Performing needs assessment on emergency response equipment and resources in assigned area as per Operational Readiness Program including identification, evaluation and maintenance.
- Developing and maintaining an Operational Readiness Strategy.
- Developing and maintaining a database to quickly access emergency response equipment and expertise
- Liaising and coordinating with other agencies/partners or negotiate/arrange resources on behalf of the regions during emergencies as required.
- Conducting regular inspections and operational readiness checks on equipment and vehicles.
- Coordinate PPE replacement and equipment maintenance on a rotational basis for Emergency Response Staff
- Operate and maintain various equipment such as drones, truck and trailer, all-terrain vehicles

### Provision of Environmental Incident Support and Advice

- Providing scientific and technical advice related to air, water, and land to determine impacts on various environmental media during an emergency.  
Coordinating input from other departmental or external subject matter experts related to the fate and effect of environmental contaminants.
- Providing information, expertise, and research to EAP staff before and during an incident.
- Coordinates the provision of an EAP incident management team for an incident, and be prepared to assume Incident Command.
- Providing "one window" access to resources, expertise, logistics and data in support of EAP site activities for the duration of the incident
- Providing consistent and timely information and advice to the Minister's Office, Executive Team and to external (public/media) communications for the duration of the incident
- Providing scientific and technical expertise to the Responsible Party, clean up contractors, and other government agencies during an emergency
- Act as the provincial environmental emergency management coordinator with various expertise in a wide variety of disciplines (intermodal, rail, emergency air monitoring, response to incidents in waterbodies and on public lands, interprovincial pipeline response, wildlife mitigation, etc.). This expertise is used in formulating risk assessments, response plans, and emergency response and is the only expertise of its kind in the department, if not the GoA.

### Incident Command

- Liaising with Incident Command Post, Regional and/or Municipal emergency operations centre(s).
- Acting as the Departmental representative for large responses involving regional responders and other members of EAP. In this capacity, the ERO is the departmental expert in environmental emergency response.
- Assuming command of an incident if required.
- Assisting the Responsible Party in the implementation of the incident command system as necessary.
- In partnership with emergency partners, making decisions on appropriate incident command responsibility.
- Reviewing reports, plans and monitoring/analytical data to assist with decisions influencing containment and remediation.
- Providing advice and guidance for health and safety, conducting hazard assessments and providing direction to staff and other people on incidents.
- Providing advice and guidance to industry regarding their understanding and fulfilling approval requirements under emergency circumstances, as well as their responsibilities under GoA legislation (primarily EPEA, Water Act, and the Emergency Management Act) and relevant federal legislation such as CEPA, the Fisheries Act and the Transportation of Dangerous Good Act.

## RESPONSIBILITIES AND ACTIVITIES:

- Conducting and/or participating in the Post Incident Assessment/ Lessons Learned process involving EAP staff, other Government responders, industry and municipalities. The ERO will be prepared to lead this process and act as the department expert in environmental emergency response.
- Act in any role required in the Department Coordination Centre during elevated events or an alternate Consequence Management Officer in the Provincial Operations Centre, when requested.

### Education and Outreach

- Plan and implement a place-based outreach approach in each of the regions (in partnership with regional staff), in accordance with prioritization of outreach targets/ communities
- Communicate with/ engage/ educate "high risk" communities or others as requested (in cooperation with partners)
- Ensure EAP, public, municipalities and partners understand each other's role in emergency situations
- Actively seek to understand community concerns regarding environmental risks
- Encourage municipalities to include environmental emergencies in their Municipal Emergency Plans and be prepared to assist in the development of applicable planning components.
- Build and formalize relationships within EAP and with partner agencies and stakeholders
- Represents the department on sector specific issues.
- Participates in the development and delivery of industry specific training programs.
- Works effectively with other regional and provincial colleagues to assist with delivering an effective and consistent regional and provincial program.
- Represents regional interests and issues through participation on internal and external review teams and committees (including multi-stakeholder committees) and provides technical expertise.

### Risk Management

- Understanding of Risk Management procedures (e.g. Bowtie risk management process) including risk analysis & risk communications.
- Public consultation (place based)
- Coordinates risk analysis with other RM practices in GOA and elsewhere
- Facilitates regular forums for EAP risk management staff to discuss and resolve key common issues
- Analyses risk and contributes to its mitigation and/or preparedness within GOA, municipalities and local Industry.
- Makes strategic mitigation recommendations.
- Completes and maintains Geographical Response Plans (GRP) with EAP Regions, Industry, and municipalities. This includes the assessment and evaluation of risks (hazards, impact and probability) in each region, analysis of existing mitigation measures to reduce the risk, and response procedures in place to address unacceptable risk.

### Performance Measurement

- Contribute to the development of Performance Measures for environmental emergency response
- Provide and compile incident performance feedback to complete the system improvement loop
- Monitor and report on various metrics, such as response time and notification criteria.
- Maintain a database of environmental incidents and emergency reports
- Address planning, response and training issues in high risk areas
- Ensure adequate and appropriate response to environmental emergencies meeting and exceeding expectations
- Learn, plan and continuously improve
- Regularly evaluate system performance against established measures and gaps assessment

**RESPONSIBILITIES AND ACTIVITIES:**

- Implement system improvements as required, achieving continual improvement
- Monitor and encourage the number of local authorities that have included environmental emergency response in their Municipal Emergency Plans
- Report to the Executive Team on incidents, system performance and provide recommendations for enhancement

**SCOPE:**

The diversity of the client groups includes Executive Team members, the Alberta Emergency Management Agency, Government Departments, Municipalities, Industry and other agencies providing emergency management services prior to, during and after an incident.

The position coordinates activities across EAP, other departments with the Government of Alberta, municipalities, and Industry. The ERO is the department expert in environmental emergency management

The position works with a large range of legislation and government mandates pertaining to the environment, business continuity, counter-terrorism, and emergency management and often dealing with complex situations prior to and during disaster or emergency response where mandates and jurisdictions overlap and are not clearly defined. The job requires long hours, very tight deadlines under extremely stressful conditions where all answers are not always known, and other GoA staff are not always available (e.g. a response during a long weekend). Consequently, the risk to the unit, department and the GoA can be very high thus requiring quick decision-making using best judgement.

Work is performed within the scope provided by the Environmental Protection and Enhancement Act and associated regulations.

The work also requires a thorough understanding of other legislation and related plans including the Water Act, Public Lands Act, Transportation of Dangerous Goods Act & Regulations, Government Emergency Management Regulation, Canadian Environmental Protection Act, and associated plans such as the Petroleum Industry Incident Support Plan and the Dangerous Goods Incident Support Plan.

The position deals with a multi-faceted array of government departments at all levels, diverse business and industry interests and a variety of professional, volunteer, and citizen groups, anyone of which, at any time during emergency preparedness, response or recovery, could be a key contact.

The position also works with a diversity of areas which include:

- Communications
- Research and planning methodologies
- Project Management
- Various emergency disciplines including preparedness, response and recovery
- Risk management

Creativity and initiative is required to work through complex and highly variable emergency situations. Creativity is required for developing support materials such as databases, protocols, presentations, emergency planning scenarios etc.

The position is a speciality position relied upon to provide and maintain expertise and knowledge regarding the four pillars of emergency management- prevention, planning, response and mitigation; cleanup and remediation techniques, geographic risk assessment, crisis management and business continuity planning.

This expertise is valuable to both internal and external clients and includes:

- Drafting departmental documents, briefing notes and action requests for signature by executive and elected officials.
- Providing information and advice for responding to media and public inquiries.
- Providing a direct source of information for the Minister, Deputy Minister, and Assistant Deputy Minister as indicated by direct invitations to make presentations and have discussions regarding high priority issues.
- Participating on and/or often chairing multi-stakeholder committees.
- Participating in the development and delivery of training programs and exercises.

**SCOPE:**

- Participating in the development of plans, policies and procedures related to emergency management.
- Working with other regional EAP staff to ensure delivery of an effective and consistent emergency response program.

Considerable professional judgment, problem solving, strategic and innovative thinking and creativity is required as:

- Work is conducted in the context of many differing views, objectives, and issues that are highly complex.
- The work requires the ability to apply scientific principles and theories to a variety of situations while at the same time considering the political, economic, legal and social impact of actions taken.
- Issues are very sector-specific and require unique resolutions.
- Work involves considerable interaction with internal staff, other departments, and industry officials to establish cleanup, containment and remediation strategies.
- Work is often conducted under tight timeframes where project management, time management, communication skills, prioritization and high levels of coordination are required.

**KNOWLEDGE, SKILLS & ABILITIES:**

- This position requires a strong background and understanding of environmental science and resource management. This includes understanding the fate and effects of contaminants in the environment and knowledge of remedial techniques for spills on land and water, and releases into the air.
- Working knowledge and understanding of emergency management systems in Alberta and/or other jurisdictions, including environmental emergency management.
- In depth knowledge of the Environmental Protection and Enhancement Act, the Water Act and other provincial and federal legislation pertaining to emergency management.
- Demonstration of strong leadership abilities including facilitation, negotiation, conflict resolution and project management skills.
- Ability to work with considerable independence, minimum direction and in the absence of set standards, guidelines and policies.
- Strong decision-making skills.
- Strategic thinking and systems planning/management
- Internal and external communications
- Risk assessment and risk management
- Project management skills and the ability to manage complex projects including prioritization and time management.
- Has a thorough understanding and working knowledge of the Incident Command System, and is able to implement ICS during an emergency when it is not present. The ERO has the leadership capability to assume command of an incident.
- Has an appropriate level of education and experience for their role e.g. diplomas or degrees in technical disciplines, science, and/or resource management
- Strong interpersonal, communication, conflict resolution, and relationship building skills to interact, negotiate and resolve issues with general public, industry, non-government organizations, consultants, municipal government, federal government, Aboriginal Groups, department staff, department executive and other departments
- Strong ability to apply technical knowledge, problem solving skills, as well as creative and strategic thinking to provide innovative and appropriate approaches for resolution of issues, recommendation of appropriate
- Strong leadership abilities including facilitation, negotiation and conflict resolution.
- Effective mentoring and training skills.
- Advanced ability to lead and work within multi-disciplinary teams on a wide variety of complex and politically sensitive issues.
- Excellent, effective, clear and professional communication skills including written communication skills and the ability to communicate and interpret technical information/concepts including standards and requirements to both technical and non-technical people.
- Effective presentation and public speaking skills.
- Personal computer skills in Microsoft Word, Excel, Outlook, Access, and SharePoint, ArcMap, Geographical Information Systems and modeling

**CONTACTS:**

- ASERT membership- daily interaction with Team members
- Departmental staff- regular interaction related to regional emergency response issues. Regular interaction with hydrologists, limnologists, biologists, wetlands and land use specialists, etc., to obtain advice and scientific and technical support during an emergency. These people often review and provide input into remediation plans provided by the Responsible Party during an incident.

**CONTACTS:**

- Minister's Office and Executive Team members- periodic interaction to provide briefing materials and advice in the event of an incident.
- River Forecast Centre - regular interaction during flood season related to activation of the Flood Response Coordination Centre and the coordination of departmental communications and response to flooding events during river ice freeze/break-up and open water flood seasons.
- Alberta Emergency Management Agency- regular interaction on various cross government initiatives related to emergency management and providing information and coordinating departmental efforts during incidents, involving Provincial Operations Centre activation.
- Municipalities- periodic interaction with DEMs, GAOs, FDs, Public Works Departments regarding emergency response, training and exercises.
- Industry and Industry Associations- regular interaction related to outreach and engagement to provide information on ASERT and EAP services related to emergency response; create and/or expand partnerships that enhance emergency response capacity and analyse hazards and risks to ensure proper response measures are in place.
- Multi-Stakeholder and non-government organizations - periodic interaction related to outreach and engagement to provide information on ASERT and EAP services related to emergency response;
- Service Alberta- periodic interaction to address issues related to service delivery, remote access and connectivity and to identify opportunities for improvement.
- Alberta Transportation- daily interaction while on call related to receiving spill reports from the Alberta Dangerous Goods and Environmental Emergencies center.
- Government of Alberta boards and agencies such as Alberta Energy Regulator and Alberta Health Services - regular interaction related to reporting and notification, on-scene response and providing or receiving scientific and technical support during an incident.
- Federal departments such as Environment and Climate Change Canada, Parks Canada, Indigenous and Northern Affairs Canada and Department of Fisheries and Oceans for occasional interaction related to reporting, on-scene response and notification and providing/receiving scientific and technical support.

**SUPERVISION EXERCISED:**

The position provides supervision, leadership and direction, mentoring and training to new ASERT members and Regional Responders and other EAP staff who require environmental emergency management advice or assistance when responding to an incident. The position is functionally responsible for all EAP staff deployed by ASERT during an incident. The position must also be capable of assuming command of an incident or providing leadership in any of the Incident Command System appointments. The position must be ready to brief/provide advice to any person enquiring of the incident, including the Minister of Environment and Protected Areas and any elected official.

**CHANGES SINCE LAST CLASSIFICATION REVIEW:**

N/A