

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Emergency Management Planner

Current Class

Program Services 3

Requested Class

Program Services 3

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, Prov Ops/Central Ops/Plans

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Plans Manager

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Emergency Management Planners (EMPs) develop, plan, facilitate, coordinate and execute provincial level emergency management plans, exercises and the lessons learned process. EMPs ensure that programs and plans are in place so that the Government of Alberta (GOA) is prepared and ready to support ministries, municipalities, industry and the Government of Canada during incidents, emergencies and disasters. These efforts span the four pillars of emergency management to include: mitigation, preparation, response and recovery. EMPs also assist operations of the Provincial Emergency Coordination Centre (PECC), coordinating work aligned with the Incident Command System (ICS) and assigned roles in support of the Plans Chief and Plans Section, to solve problems and coordinate cross-government actions to ensure an effective government response to emergencies.

EMPs work alongside other EMPs as a member of the Plans team or independently with broad guidance provided by the supervisor and current emergency management legislation. In addition to writing and providing subject matter insight to hazard specific plans (e.g. GOA BCP, Alberta Emergency Plan, and others), EMPs conduct formal reviews of Ministry level Consequence Management Plans (CMPs) and Business Continuity Plans (BCPs) on a bi-annual basis. EMPs plan, deliver and participate in the annual GOA exercise(s), PECC continuation and professional development training as well as undertake formal training to support individual development.

EMPs are generalist planners who work in a dynamic and often challenging environment, identifying solutions

to complex problems, in some cases without a complete understanding of the challenges or issue. EMPs have the skills and abilities to effectively plan during periods of high stress, short time-lines and in disaster or emergency situations. As required, they may be assigned specific files within the Unit to lead or to provide support to another member of the Unit. Some of these could be:

- **Consequence Management (CM):** Consolidate, analyze, and provide input to multiple hazard-specific GOA CMPs including assistance with their activation and deactivation if requested and appropriate. The EMP(s) drafts and maintains CMPs for which AEMA is accountable, coordinating inputs from other ministries in accordance with established review time-lines. The EMP(s) also assist departmental Consequence Management Officers (CMOs) and other stakeholders in their preparation for being able to respond to incidents.
- **Business Continuity (BC):** Working alongside other EMPs as a member of the Plans team or independently with guidance and direction provided by the supervisor and in accordance with current emergency management legislation, EMPs coordinate the review and evaluation of departmental BCPs; including assistance with their activation and deactivation if requested and available. EMP(s) assist departmental Business Continuity Officers (BCOs) and other stakeholders to ensure the same are prepared and capable of responding to and recovering from business disruptions through a program of consultation and sharing best practices. EMPs are expected to attain expertise, using innovation and initiative to advance the GOA Business Continuity Programme.
- **Lessons Learned (LL):** Working alongside other EMPs as a member of the Plans team or independently with guidance and direction provided by the supervisor EMPs lead and coordinate the review and evaluation of event/exercise Post Incident Assessments (PIAs) and Post Exercise Reports (PXR). These focus on continuous improvement and professional development of AEMA and the GOA as a whole. Action plans are developed that address identified deficiencies or gaps in operational level plans, processes, policies or procedures. Additionally, this portfolio leads research for Best Practices, holistic scans (national, international governmental, and industry) to inform and improve existing plans.
- **Exercise Design (ExD):** Working alongside other EMPs as a member of the Plans team or independently with guidance and direction provided by the supervisor EMPs will lead on the development of training or simulation exercises that contribute to PECC readiness and capacity . Also work with CMOs/BCOs of other ministries and key stakeholders to provide advice, guidance and assistance in the development of their ministry/organization exercises.
- **Incident Management Team (IMT):** EMPs can be deployed either in direct support to an IMT as an integral planner, or function as a plans member deployed forward. Regardless of the tasks given, the EMP(s) dispatched with an IST need to be responsive to the demands being made and function independently but as part of a larger team.

During emergency operations and exercises (developmental opportunity), EMP(s) could fill a multitude of roles or positions in the PECC in accordance with the ICS. Primarily as a member of the Plans Section, EMPs could be employed up to and including the Plans Section Chief (Plans, Manager) for AEMA and/or assume the lead of a ICS unit consisting of other Planners. Working with multiple Ministries' representatives and specialist planners, the incumbent will assist in the development of plans that consider the protection of life, property and the environment, and the economy. This position might be required to assume other facilitation and leadership roles as required under ICS within the PECC during an activation. As the position is deployable, these responsibilities can be performed from disparate locations. EMPs ensure that the planning facilities are always ready for use on a 24/7 basis.

Complexities faced may include:

- 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;
- EMPs achieve consensus and facilitate cooperation amongst stakeholders to bring multiple opinions together in a common direction;
- EMPs must synthesize departmental priorities and refocus stakeholders to realize the objective, often under stressful and time constrained environments;
- EMPs must be prepared to work in the office or at outdoor locales for extended hours and with infrequent periods of rest days on an as required basis;

- EMPs are required to produce analysis and solutions in a high-stress environment; and
- EMPs synthesize fragmented or conflicting priorities and refocuses stakeholders to realize the objective, often under emotional and time constrained environments.

Creativity faced may include:

- Research and apply the latest developments in the emergency management field;
- Apply best practices when completing planning;
- Utilize sound facilitation skills to remediate any conflicts between stakeholders when developing plans;
- Develop plans (BC, CM) and strategies in relation to a variety of specific hazards within an emergency environment, using proven professional, technical and scientific principles;
- Support or lead the development and conduct of multi-jurisdictional, complex exercises;
- Multimedia seminars, briefings, public and corporate presentations and workshops are created and delivered for multiple internal and external stakeholder groups;
- Ensure the team stays abreast of, and where appropriate applies, the latest developments in the emergency management field; and
- Develop, participate and deliver professional development training, drawing on a wide range of best practices, new trends and emerging challenges.

Responsibilities

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

Time allocation of these responsibilities over a typical year is generally:

- Mitigation - 40%**
- Preparedness - 35%**
- Response - 10%**
- Recovery - 5%**
- Program Development/Lessons Learned- 10%**

Mitigation: Provide subject-matter-expertise that contributes to the development of legislation, regulations, policies, procedures, risk analysis, and education that is aimed at minimizing the impact of a provincial event or incident, or preventing the event or incident itself.

Activities that contribute to mitigation responsibilities include but are not limited to:

- Use varied emergency management methodologies to complete comprehensive research on provincial level hazards;
- Complete comprehensive research and risk analysis on provincial level hazards in support of provincial operational planning;
- Develop reference material (eg. GOA BC Guide, CM Guide) for use by departmental BCOs;
- Develop policy options for senior decision makers;
- Participate, facilitate committees/organizations (federal/provincial/private); and
- Support to the drafting of legislation (i.e. Emergency Management Act, Government Emergency Management Regulations).
- CM - Provide EM expertise for the mitigation efforts of the GOA departments;
- BC - Provide BC expertise for the mitigation efforts of the GOA departments;
- LL - ensure sharing of previous event’s PIA/PXRs occurs so as to inform variety of mitigation efforts; and
- Ex Design - prepare and delivery exercises that are aimed at the overall improvement of response activities.

Preparedness: Coordinate and facilitate the planning, exercising and education/training efforts that will ensure the GOA is able to respond to incidents, emergencies and disasters.

Activities that contribute to preparedness responsibilities include but are not limited to:

- Develop effective policies, procedures and plans to manage an emergency including the drafting of legislation and regulations and development of plans (hazard specific plans, GOA BCP);
- Develop and implement a schedule to ensure plans are reviewed and amended as required;
- Monitor and address the effectiveness of legislation and regulation to enhance and ensure the effectiveness of business continuity related programs that protect Albertans;
- Develop and facilitate, forums and meeting for stakeholder groups, and represent Alberta on intra or intergovernmental and private sector emergency planning committees;

- Recommend new and innovative plans and projects for meeting variable emergency preparedness needs;
- Assist in the creation, development and maintenance of extensive public education information detailing developments, knowledge and common practices of the provincial, national and international emergency management community;
- Support the development of challenging EM exercises aimed at improving emergency responses and plans
- Develop and facilitate conferences, forums and meetings for stakeholder groups, and represent Alberta on intra or intergovernmental and private sector best-practices and lessons-learned boards or committees;
- Recommend new and innovative plans and projects for meeting variable emergency preparedness needs (i.e. Hazard Risk & Vulnerability Analysis);
- Assist other GOA departments in their own internal PIA and/or PXR processes;
- Work with AEMA Field Operations staff to assist communities across Alberta in the development of their PIA and/or PXR processes;
- Champion professional development, including education on best-practices from other jurisdictions and industry organizations;
- Participate in the conduct and delivery of professional development (individual, collective and continuation) opportunities; and
- Assist in the maintenance of the physical and technical readiness of the PECC and the GOA alternate operating facility that is used in the event of a business disruption.

Response: (Note: Increases to PECC Operational Levels occur several times per year, and can vary between a number of days to weeks or months in duration). During daily operations or when the PECC is at a heightened Operational Level, EMPs monitor, collate, analyze and disseminate information pertaining to areas all areas across the province. Based on their analysis and detailed knowledge of the situation, legislation, protocols and planning guidance, EMPs provide provincially-focused and often complex solution options to senior management, with little advance warning often within short timelines for a response. When a solution has been determined, EMP(s) assist coordinating the necessary actions to improve the situation. Following a decision to increase the Operational Level of the PECC, EMPs will be assigned roles as Section Chief(s), Unit Leaders or other roles as necessary. Activities that contribute to response responsibilities include but are not limited to :

- Conduct problem definition, option analysis and produce cross-government, coordinated action plans;
- Lead and/or facilitate multi-ministry planning sessions;
- Provide consultation and support to departmental representatives (CMO, BCO), federal partners, Non-Government Organizations, affected industry sectors and other stakeholders and partners participating in a PECC operation;
- Participate in a variety of roles and positions within the PECC with primacy of employment in the Plans Section Specific tasks could include:
 - Supervision and assignment of tasks to team members;
 - Preparation and delivery of presentations to audiences;
 - Lead multi-ministry planning sessions;
 - Monitor other potential risk situations in the province in a multi-risk environment;
 - Train and mentor others including more senior staff in PECC procedures and decision cycle management;
- and
- Deploy regionally, inter-provincially or internationally to assist in during emergencies.

Recovery: Recovery responsibilities focus on returning stakeholders to state of normal (or new-normal) life after an event. Activities that contribute to recovery responsibilities include:

- Conduct planning efforts to support the recovery of the communities involved; including, but not limited to re-entry planning for evacuated populations;
- Develop and deliver hand-over files and presentations as the event transitions from ‘response to recovery’ Focused;

Work with external organizations in the formulation of plans that support the recovery phase of an event
 Conduct and or support PIA/PXR reporting and the lesson learned process to include, multi-agency lessons identification;

- Develop recommendations for improving recovery operations, improvement of stakeholder systems and the application of common procedures that will maximize efficiency of future joint actions;

- Participate in the development of recommendations to mitigate challenges based on lessons identified; and
- Contribute to the amendment of procedures, plans and legislation as required.

Program Development: EMPs develop and administer programs and projects that span the entire spectrum of duration (short to long term), as well as the continuum of influence (tactical to strategic) to ensure that they are delivered efficiently and effectively. Supported by the lessons learned process, EMPs recommend new approaches and changes to improve readiness at the provincial level that will improve the ability of all Albertans to respond to major emergencies and disasters. The Plans Unit is the PIA subject matter expert for AEMA and is a driver for continuous improvement of EM practices in the Agency and the GOA. The EMP(s) recommends changes to plans, processes or procedures based on observations during exercises and real events. Once the recommendations of a PIA are endorsed by the appropriate authority, EMP(s) supports the actions for improvement through the change implementation process. This involves stakeholder engagement, the monitoring of progress and status reporting to the executive, directly or through management, in both verbal and written form.

Activities that contribute to program development responsibilities include:

- Review programs and projects in other jurisdictions (i.e. provincial, national and international) and determine their applicability to the GOA’s emergency preparedness;
- Monitor the needs of GOA departments for support in areas of readiness, risk management and emergency response;
- Work with Field Officers to assess the needs of Alberta communities for support in the areas of disaster readiness, risk management and emergency response;
- Contribute to the implementation of new initiatives to enhance emergency management throughout Alberta;
- Develop financial forecasts, budgetary requirements and cost effectiveness assessments for plans, projects and programs;
- Work closely with other stakeholders (specifically Policy and Training) in the development of any programs;
- Develop, manage and administer GOA contracts in support of the Agency;
- Oversee the PIA process for AEMA and the PECC;
- Lead PIA activities (internal AEMA and PECC pan-GOA focused);
- Develop recommendations for public safety, improvement of stakeholder systems and the application of common procedures that will maximize efficiency of future joint actions; and
- Contribute to the amendment of procedures, plans and legislation as required.

Problem Solving

Typical problems solved:

- Types of guidance available for problem solving are typically:**
- Templates, writing guides, standard operating procedures, and formats for AEMA report writing;
 - Specific direction on information needs from executives;
 - Critical Information Requirements (CRI) for emergency management; and
 - Close working relationships within planning section and the command and general staff of the PECC

Types of guidance available for problem solving:

Direct or indirect impacts of decisions:

- Direct or indirect effects of decisions are:**
- Reporting may have a direct effect on decision making in provincial level emergency management and may influence local authorities in their decisions also;
 - Focused reporting will improve efficiency and situational awareness of supporting the GoA,

ministries, agency representatives, and stakeholders;

- Timely and accurate reporting can positively affect the speed and efficiency of response to emergencies; and
- Accurate reporting will improve the situational awareness and quality of reporting that can be shared with the public, improving community confidence and resilience.

Key Relationships

Major stakeholders and purpose of interactions:

- **Manager:** Provide updates and inputs that reflect relevant planning perspectives; raise awareness to significant issues when reviewing CM or BC Plans or providing advice to ministries and participate in the development and implementation of resolution strategies; draft responses to Plans specific Action Requests and briefings;
- **Team staff:** Collaborate with fellow staff and share information;
- **Other AEMA Units:** Including Policy and Training, Finance and Support Services, Disaster Recovery, Field Operations to provide planning perspectives and inputs to support their work in disaster readiness, risk management and emergency response;
- **Senior and executive AEMA leaders:** Research and develop responses to specific questions; prepare briefings;
- **CMOs and BCOs in other Ministries:** Provide guidelines and supports to facilitate development of plans;
- **Lead collaboration on development of specific plans:** Facilitate information sharing; provide advice and expertise on emergency plans development and exercise;
- **Municipal, Federal or International Government representatives:** Information sharing, research leading practices; foster a comprehensive approach to emergency management;
- **Emergency Management relevant department leaders and officials:** Provide updates during PECC elevations as needed; and
- **External emergency management representatives:** Agencies; industry associations; volunteer sector; non-governmental organizations; and the general public, too ensure a comprehensive approach to consequence management preparedness; share information (CI); collaborate on plans.

Required Education, Experience and Technical Competencies

| Education Level | Focus/Major | 2nd Major/Minor if applicable | Designation |
|-----------------|-------------|-------------------------------|-------------|
| Applied Degree | Other | Arts | Other |

If other, specify:

Disaster and Emergency Management

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

Education and Experience

- Post-secondary degree plus at least two years related experience, or equivalent thereof;
- Experience developing emergency and or contingency plans;
- Experience in the field of EM;
- Several years of tactical and operational level experience in the fields of planning and the operation and function of an Operations Centre;
- Extensive experience within operational Intelligence roles (analyst, collator etc) is desirable;
- Extensive experience and / or formal education in policy development is desirable;

- Extensive experience writing complex plans that involve multiple stakeholders;
- Experience in knowledge sharing with peers through multiple mediums (presentations, exercises, briefings);
- Experience with staff development and coaching is an asset; and
- Training and experience with BCP, accompanied with ABCP, CBCP or other relevant certifications is an asset.
- Thorough knowledge of the pillars of emergency management (mitigation, preparedness, response and recovery), the Incident Command System, related government programs, and relevant acts and regulations that affect emergency management.
- Understanding of consequence management concepts, and processes;
- Understanding of business continuity concepts, and processes;
- Familiarity with provincial and federal disaster recovery programs;
- Provincial level plans;
- Planning and project management methodologies as outlined by the Project Management Institute and other relevant institutions;
- Research methodologies;
- Certification as a Canadian Risk Management and Enterprise Risk are assets;
- Risk analysis methodologies outlined by the International Standards Organization ISO 31000 Risk Management and Canadian Standards Association CSA-Q850-97 Risk Management;
- The allocation of specific plans across ministries (which ministry has the lead for specific plans);
- Data analysis methodologies; and
- Federal legislation and Federal – Provincial Agreements.

Skills & Abilities

- Good understanding of general management theory and practice;
- Proficient in risk and other analytical techniques;
- Proficient in project management;
- Advanced interpersonal communications skills (leadership, facilitation, mediation, team building/ consensus making) in routine and crisis situations;
- Excellent presentation and writing skills;
- Adept at understanding other professional competencies which apply to new technical plans (i.e. Petroleum Industry Incident Support Plan, Nuclear Emergency Management Plan);
- Ability to conduct research, analyze data and complete reports on provincial level hazards and policy;
- Ability to develop and conduct complex exercises;
- Proficient in the use of all standard Information Technology software; and
- Ability to work independently, managing time and work priorities with very limited supervision and infrequent direction.

BC specific:

- detailed knowledge of the BC professional practices as they apply to CSA Standard Z1600 and ISO

22301; and

- ABCP or similar certification.

LL Specific:

- Significant knowledge of how other jurisdictions approach EM (within Alberta, nationally and internationally); and
- Experience in managing PIA and PXR processes, from initiation to implementation (i.e. planning, conducting, reporting and tracking).

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 checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences | understands relationship with information needs and decision making |
| Develop Networks | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships | builds extensive connections to sources of information and shares as required |
| Build Collaborative Environments | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others | works to ensure information flows internally and externally |
| Agility | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative | quickly and accurately determining information requirements |

