

Update

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

50009510

Position Name (200 character maximum)

Regional Field Officer

Current Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

AEMA/Provincial Operations, Field Operations

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2016-11-30

Responsibilities Added:

Changes since the last review are largely reflective of updates resulting from organizational and terminology changes. There have been some adjustments to grammar and sentence structure. The most significant change has been the addition of paragraph on "Response and Deployment" under the Responsibilities and Activities section. This is intended to formally capture many of the implied tasks associated with the FO position as it relates to the role and responsibilities during emergency events. This section was developed in collaboration with the FOs to ensure full clarity was conveyed for this very important function

Responsibilities Removed:

None

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 and types that occur every year. The System is made up of many stakeholders and partners including government ministries, municipal agencies, non-governmental organizations (NGO), 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 AEMA Field Officer (FO) is viewed as the community emergency management expert and is the primary interface between the programs administered by the AEMA and AEMA's stakeholders; including, but not limited to, municipalities, First Nation communities, Metis Settlements and elected officials. FOs provide the critical link between the public safety system stakeholders responsible for direct management of emergency incidents (local authorities) and the AEMA, which is responsible for coordinating provincial level support to those local/regional stakeholders.

The FO is responsible for the provision of direct emergency management support and advice to Alberta municipalities, First Nations and Metis Settlements within assigned provincial regions across all four pillars of emergency management. This includes assisting local governments with the development of all-hazard and hazard specific plans, delivering and/or coordinating emergency management training and training resources, assisting in the application processes for grants including disaster recovery programs and the Emergency Management Preparedness Program (EMPP) grants (for municipalities only), supporting the development and execution of local/regional exercises, and providing emergency management subject matter expertise at the local/regional level during the response to and recovery from actual emergencies and disasters.

Each FO provides these services primarily in an assigned region throughout the province, which typically contain First Nations and Metis communities or 40 to 60 municipalities in a mix of rural and urban settings. The FO may also be expected to provide service anywhere within the province based on resource needs and specific expertise; FOs collaborate to develop shared situational awareness of ongoing disaster and emergency events within the province. The FO stands on-call duties in a rotation with other regional and First Nations Field Officers to ensure 24/7 response capability.

On behalf of the Minister, the FO conducts local authority plan/program reviews. These are completed under the authority of the *Emergency Management Act* or as part of the agreement with Indigenous and Northern Affairs Canada (INAC) to deliver emergency management services to First Nations on reserve in Alberta. These reviews evaluate the effectiveness of preparedness and prevention strategies under legislation or dictated as part of a best practices program. This review program is aimed at supporting and strengthening community emergency programs and plans and encourages the validation of these through training activities and exercises. Although not required under legislation, the exercises provide an important evaluation of communities' ability to respond effectively to emergency events. The FO also conducts visits to each community within the region, and provides briefings to local officials on various aspects of emergency management as required.

Responsibilities

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

Provide advice and expertise to local authorities to inform and support their ability to effectively execute their emergency management responsibilities.

- Provide advice to communities, emergency management agencies, community and industry synergy groups, and industrial operators on the provision of emergency management programs within their jurisdictions.
- Assist and mentor local Directors of Emergency Management and others within community emergency management agencies in their roles and responsibilities in accordance with the *Emergency Management Act* and their municipal emergency management program.
- Assist with the development of best practices in community emergency management encouraging utilization of the

Community Emergency Management Program, enhancing processes and protocols.

- Participate in public education assignments.

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

- Perform annual reviews of the emergency plans of municipalities/local authorities and provide advice to these authorities to aid them in complying with the *Emergency Management Act* and industry best practices.
- Facilitate the exercise of emergency plans at least once every two years to ensure optimal community readiness.
- Participate in the review of local/regional, AEMA, GoA and other post-incident assessments (PIAs) of emergency events in Alberta and other jurisdictions.
- 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 for local/regional clients.
- Confirm/update EMIS database information for all communities.
- Confirm/encourage Alberta Emergency Alert (AEA) participation and capabilities.

Inform, coordinate and deliver training on a variety of emergency management topics across the region 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 across the region.
- 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 in communities across the assigned region.
- Provide inputs into formal training assessments and evaluations to reflect the needs of the assigned region.

Provide guidance on accessing grant programs to financially support local and regional emergency management initiatives as a way of strengthening the public service system across Alberta.

- Provide advice and support to regional communities in the process for grant applications.
- Participate in the assessment and prioritization of applications for the EMPP grant available to municipalities.
- Assist in the assessment and prioritization of applications for other GoA grants (for example Municipal Sustainability Initiative (MSI) grants) when requested.
- Promote and inform communities of various grant programs that are available.

Promote and deliver public education initiatives across the regions to increase public awareness and readiness across the province.

- Support and encourage personal preparedness programs in communities including the 72 Hour Kit, sign-up to Alberta Emergency Alert notifications, etc.
- Provide presentations to communities on emergency management and the roles of stakeholders in the Alberta Public Safety System.
- Provide support to the planning, coordination and execution of AEMA's annual Emergency Preparedness Week activities.
- Provide inputs into formal training assessments and evaluations to reflect the needs of the assigned region.

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 Center (ECC), but could in some circumstances require attendance at the actual incident site.

- 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 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 Manager, Regional Field Operations, and Manager, First Nations Field Operations to achieve the goals of the units and inform planning and reporting.

- Provide regional 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
- Provide inputs as needed into the establishment of Disaster Recovery Programs (DRPs) at the community level and facilitate/assist with DRP registration centres.
- Ensure Field Operations Unit Standard Operating Guidelines are followed.
- Review current literature and report on current trends and recent developments in emergency management and apply to work with regional stakeholders.
- Meet or exceed all performance measure requirements as laid out in the AEMA Operational Plan and/or the Provincial Operations Divisional Plan.
- Act as the on call FO in rotation with the other FOs.
- Collaborate with other FOs to enhance services and supports to sustain a common and consistent approach across the province

The Field Officer is the everyday "face" of AEMA to 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. 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.

As the central coordinator of Alberta's Public Safety System in an assigned region, AEMA relies upon relationships built by the FO with other stakeholders within the system- without those relationships; AEMA could not fulfil 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 FO works with a high degree of independence within the region in accordance with unit and AEMA plans and priorities, existing legislation and standards, and the needs of the specific communities across the assigned region. The FO has the authority to determine how best to engage and work with communities on their specific needs and resolves operational problems independently. The Manager is available to support with the more complex issues and will coordinate the FO efforts to ensure performance objectives are being met.

Problem Solving

Typical problems solved:

The FO supports the development of emergency management (EM) plans

The FO is responsible to help solve tactical problems in the field in support of a local authority (LA) or First Nation (FN) to include:

- Planning and execution of evacuation related activities
- Logistic support to evacuation activities
- Timing and sequencing of community evacuations
- Local authority and First Nations emergency management structures
- Incident Command Post (ICP) and Emergency Coordination Centre (ECC) process issues
- Integration of local authority and First Nations emergency management structures with stakeholder structures such as Alberta Wildfire, industry partners, and neighbouring jurisdictions
- Incident resource sourcing
- Re-entry planning and execution
- Recovery planning
- If required supports emergency social services issues

The FO responds to requests for information from the Provincial Emergency Coordination Centre (PECC) both routine as well as political and time sensitive information.

The FO supports local authorities and First Nations development of local incident management teams:

- Supports and provides training
- Supports and attends exercises

The FO supports and provides advice on problems posed by formalized regionalization

Types of guidance available for problem solving:

The FO relies on the following guidance for problem solving:

- Knowledge of legislation (MGA, EMA, LEMR)
- Knowledge of Alberta's EM doctrine to include the Alberta Incident Management System (AIMS), the Incident Command System, unified command and integration structures
- Knowledge of other AEMA guidance and doctrine documents (Re-entry, evacuation, etc)
- Trusted stakeholder relationships (DEM, Wildfire, River Forecast, Industry)
- Personal experience and experience of the wider team

Direct or indirect impacts of decisions:

Successful timely decision making by LA and FN is critical

Poor decision making by the LA/FN may result in placing Albertans in dangerous life safety situations especially in wildfires and flood scenarios, the potential for which exists on an annual basis.

Key Relationships

Major stakeholders and purpose of interactions:

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 within PSES - share information; inform planning; represent AEMA and ministry programs and services
- Other Ministries including Energy and the AER, AF, HS, IR, AH, AHS, JSG, MA 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: - provide advice, guidance and coordination as the focal point between the AEMA and the public safety system; assess plans and provide feedback; raise awareness to available programs, services and grants etc; focus on advancing the competence and capacity for emergency management

- 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.
- Property owners and small businesses.

Required Education, Experience and Technical Competencies

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

If other, specify:

Emergency Management/Public Administration or equivalent

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

Degree and 4 years minimum experience. 8 years minimum experience if no degree as equivalent.

Education and Training:

- A related certificate/diploma/degree in the areas of emergency management, public administration, or emergency services administration is desirable. (I.e. Certified Emergency Manager or Associate Emergency Manager qualifications).
- Incident Command System (ICS) 400 qualified; or able to achieve qualification within one-year of assuming position.
- ICS Train the Trainer Courses desirable.
- Alberta Basic Emergency Management Course.
- Basic POC Operations course or similar emergency operations centre course.
- Exercise Design Course qualification; or able to achieve qualification within six-months of assuming position.
- Other desirable courses that directly or indirectly support emergency management field work or able to complete within one-year of assuming position:
- Elected Officials
- People with Disabilities
- Disaster or Emergency Social Services (DSS or ESS) Planning Course
- Registration and Inquiry Course
- Emergency Public Information Officer
- Community Preparedness
- Occupational Health and Safety (OHS) courses required for Field Officers (such as H2S Aware, First Aid, etc.) within 6 months of assuming position.
- Business Continuity Training and Certification an asset.
- Crisis Communications training an asset.
- First Nations Cultural Awareness training
- Minimum Class 5 driver's license with ability to achieve air brake certificate.

Experience:

- Minimum five years' experience working either in a leadership and decision-making role either in 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.
- Detailed knowledge of the Emergency Management Act and its associated regulations.
- Working knowledge of other related provincial legislation and regulation (Municipal Government Act, Transportation of Dangerous Goods Act, etc.).
- 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.
- Working knowledge of Canadian (CSA Z-1600) and international standards related to emergency management.
- 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 Regulation and the Municipal Wildfire Assistance Program and their associated guidelines.
- Strong level of understanding of municipal ECC 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 analyze information and develop reports that evaluate risk and vulnerability from hazards.
- Ability to read and interpret hazard analysis maps and reports

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">• Plans for how current situation is affected by broader trends• Integrates issues, political environment and risks when considering possible actions• Supports organization vision and goals through	EM response requires significant levels of systems thinking when integrating multiple stakeholders with often differing objectives

		strategy <ul style="list-style-type: none"> • Addresses behaviours that challenge progress 	
Creative Problem Solving	○ ○ ○ ● ○	Works in open teams to share ideas and process issues: <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	Every incident in the field is different, with different complexities, resource availability, topography, local and regional politics. Multiple EM organizations along with first responders hold the key to solution space in this very complex environment. One size will never fit all.
Agility	○ ○ ○ ● ○	Proactively incorporates change into processes: <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	Highly pressurized incidents with competing interests. Options and assessments need to be completed in a diverse and changing environment. This environment changes between geographical locations, political landscapes, and differing environmental factors in a hazard season and over time.
Drive for Results	○ ○ ○ ● ○	Works to remove barriers to outcomes, sticking to principles: <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	Results are the safety and security of Albertans. These results are life safety critical.
Develop Networks	○ ○ ○ ● ○	Makes working with a wide range of parties an imperative: <ul style="list-style-type: none"> • Creates impactful relationships with the right people 	EM functions on the strength of established and trusted relationships.

		<ul style="list-style-type: none"> • Ensures needs of varying groups are represented • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood 	
Build Collaborative Environments	○ ○ ○ ● ○	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	Diverse stakeholders will only succeed and thrive in a collaborative environment.
Develop Self and Others	○ ○ ○ ● ○	<p>Encourages development and integration of emerging methods:</p> <ul style="list-style-type: none"> • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared learning environment • Works with individuals to develop personal development plans 	EM requires learning organizations in a complex dynamic landscape which is ever changing. Individuals and the system need an attitude of continuous improvement.

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)