

New

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Manager, WUI Ops & Training

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Alberta Emergency Management Agency (AEMA) is accountable and responsible to the Government of Alberta (GoA) and the public, for maintaining the provincial emergency management system. Alberta relies on a decentralized system for managing the various emergency incidents and disasters that occur across the province. The system is made up of many stakeholders and partners including government ministries, municipal agencies, industry, First Nations, and Metis Settlements. AEMA accomplishes its objectives by leading the coordination, collaboration and cooperation between all entities involved in the prevention, preparedness, response, and recovery activities within this diverse partnership to achieve optimal levels of system performance and best-possible outcomes.

Position Summary

The Manager of Wildland Urban Interface (WUI) Operations and Training is responsible for the provision of direct support and advice to municipal fire services as it relates to WUI operations, preparedness and the provincial WUI program. The position provides coordination, expertise and direction to a geographically dispersed team of Field Officers, and leads the delivery of WUI support at the local government level, including assistance with developing wildfire and interface specific plans, integrating with municipal fire training programs, coordinating training delivery, supporting the development and execution of local/regional exercises and providing incident management subject matter expertise at the local/regional level during the response to and recovery from actual emergencies.

The position is the primary interface between AEMA WUI Field Officers and the remainder of the AEMA management team, ensuring that Field Officer activities are aligned with the operational and strategic priorities of AEMA and the Ministry. The Manager provides technical expertise around the integration of the WUI in the municipal context and informs on policy development and decision making within AEMA.

The position is responsible for overseeing WUI Field Officers activities, as well as providing technical, operational, and administrative advice and support on, all aspects of WUI including deployment, FireSmart, and emergency management. This includes compliance with the Alberta WUI program, identification of community training needs, training grant applications, training delivery, direct and "on the spot" assistance to communities for fire and emergency management, public education, program evaluation, WUI fire risk assessments and readiness evaluations, recovery programs.

The manager is responsible for the development of administrative and operational tools to meet legislated requirements and industry standards. Associated duties include representation of the province on various technical and subject matter committees and at a wide range of public and industry events. The manager is the subject matter expert on the WUI Program and the first point of contact for many key stakeholders.

During emergencies and disasters, the WUI Manager may be staffed within the Provincial Emergency Coordination Centre (PECC) as a member of the Logistics Section. Alternatively, the manager may be deployed to a community Incident Command Post (ICP), Unified Command Post (UCP) or Emergency Coordination Centre (ECC). If required, this position may be called upon to cover other chief positions during an activation.

The position is responsible for development, performance management and for providing leadership/mentorship to the WUI Field Officer Team.

Responsibilities

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

Human Resource Management

- Lead, supervise and train staff to accomplish assignments in a safe and efficient manner.
- Evaluate and document job performance of assigned personnel, including provision of feedback.
- Evaluate personnel in the performance of assigned tasks; take corrective action when individuals do not meet the expected standard.
- The ability to observe, evaluate, counsel, and document personnel as to fitness for duty in accordance with Alberta policies and procedures.
- Verify the qualifications of assigned personnel, so that individual qualifications are appropriate, deficiencies are identified and reported, and corrective action is taken.
- Responsible for the recruitment and selection of staff to ensure the program is well supported.

Preparedness

- Analyze and evaluate an area under WUI threat, so that a hazard, risk, and values at risk rating is established in accordance with the adopted policies, procedures, codes, and standards of the province.
- Analyze public safety through the lens of a WUI threat, to identify fire and life safety issues, community concerns, available community resources, governmental regulations, environmental issues, and technological changes.
- Work closely with Forestry and Parks on the preparedness of municipalities for WUI fires.
- The ability to analyze trends and demographics to inform public safety planning.
- Assist communities in the planning for subdivisions, so that compliance with WUI policies, procedures, codes, and standards of the province are ensured; requires the ability to interact with planners, developers, contractors, government officials, and to establish partnerships that improve collaboration.
- When requested, during plan reviews, identify deficiencies and provide applicable references. Identify

remedies, including alternative methods for compliance.

- Knowledge of fire-resistive construction and landscaping techniques and subdivision regulations, procedures, and processes of the province.
- The ability to work with and educate planners, developers, contractors, and homeowners, to write clearly and concisely, and to speak effectively during public meetings.
- The ability to integrate municipal fire service training, fire ground operations and response, and incident command/management systems into WUI deployment protocols.
- Oversee Province-wide resource tracking, availability and readiness for WUI response.
- Apply policies, procedures, codes, and standards adopted by the province and can interpret policies, procedures, codes, and standards, communicate verbally and in writing, recognize problems, and refer complaints.

Mobilization

- Oversee the mobilization of multiple resources from across the province for WUI incidents, in accordance with provincial policies and procedures.
- Work closely with Forestry and Parks, Incident/Unified Command and municipal fire services on resource integration.
- The ability to assess the readiness of multiple assigned resources.
- Deploy and provide subject matter expertise and advice to command during a pre-impingement WUI event.

Suppression

- **Risk and Hazard Assessment.** Assess the actual and potential risks, hazards, and values at risk for a WUI incident, given incident intelligence, predicted fire behavior, and provincial policies, so that mitigation efforts are properly prioritized and resourced.
- **Hazard Mitigation Practices.** Apply appropriate action(s), given resources, materials, and strategies, so that the risks, hazards, and values at risk are mitigated.
 - An understanding of the various construction materials and types; the requirements for defensible space as related to fuels, topography, and the building construction; and the various mitigation actions associated with the various risks and hazards.
 - The ability to assess, plan, and communicate.
- **Information.** Provide internal and external briefings on the development of a structure protection plan, given specified audiences, provincial policy, and an overall education strategy, so that the specified audiences are informed regarding the WUI protection effort.
- **Evacuation Planning.** Participate in evacuation or shelter-in-place planning in conjunction with assisting and cooperating agencies, given incident intelligence, predicted fire behavior, community maps, and resources, so that the public is protected.
- **Hazardous Materials.** Analyze the potential involvement of various hazardous materials, given incident information and resources, so that hazardous conditions are identified and mitigated.
 - A working knowledge of the types of hazardous materials that can be involved and the threats they can pose to the public, firefighting personnel, and the environment.
- **Structure Protection Plan.** Develop and monitor a structure protection plan, given incident intelligence, current and predicted fire behavior, community data, and available resources, so that various structures and other improvements that are or might be threatened during a WUI incident are protected; any plan should allow for modification as conditions change.
 - The availability and capability of fire apparatus, equipment, and personnel that can be involved in an incident; the elements of a structure protection plan; incident objectives; and the effects of weather.

Post-Incident

- Collect data on WUI fire threats, losses, effectiveness of mitigation measures, and public education.
- Lead information collection systems and processes to ensure effective after action reviews.
- Knowledge of data collection, evaluation methods, and statistical analysis methods and resources and the ability to collect and analyze data to implement an evaluation strategy.

- Investigate and report WUI safety issues and concerns.

Administration

- Review and implement changes to current WUI program to ensure the program meets all requirements.
- Develop policies and procedures for the delivery of WUI programs in accordance with codes and standards of the province.
- When requested, correspond and communicate fire protection and prevention requirements, given WUI issues, so that the correspondence reflects research and accurate interpretation of applicable policies, procedures, codes, and standards.
- The ability to conduct code-related research and to clearly express code requirements verbally and in writing.
- Select or create checklists and forms, given applicable policies, procedures, codes, and standards of the province, so that information required can be used to address WUI fire issues.

Hazard Mitigation

- Recommend modifications to codes and standards of the province, given WUI issues, so that the proposed codes and standards are written to address the problem, need, or deficiency.
- Provincial statutes or local ordinances establishing or empowering the province to adopt, enforce, and revise codes and standards; the legal instruments establishing or adopting codes and standards; and the development and adoption process for legislation or regulations.
- The ability to recognize problems, communicate, and identify risk and cost benefits.
- Provide technical expertise to provincial staff, developers, home builders, homeowners, landscapers, consultants, and others, given an interface area, so that the WUI threat is reduced.
- Understanding of the roles and responsibilities of other agencies, departments, and personnel whose involvement is crucial to address the threat.
- Demonstrated ability to educate others to achieve goals specified in a strategic plan.

Public Education

- In conjunction with FireSmart Alberta help with the development and implementation of a public education program, given a comprehensive educational strategy, so that the hazards and risks associated with the WUI environment are reduced.
- Understanding of local fire prevention goals, fundamentals of public education program delivery methods, and available tools to get the public to respond.
- The ability to identify individual and collective fire education needs and to recognize effective communication tools necessary to implement and measure success of delivery strategies.
- Coordinate or provide presentations, given identified fire and life safety goals and objectives, so that the public is informed on WUI issues.
- The ability to facilitate meetings, motivate partners to achieve goals, and prepare presentations to community partners with shared concerns and resources, community concerns, and available community resources.

Problem Solving

Typical problems solved:

A key challenge for the Manager of WUI Operations and Training is to effectively exercise leadership over various teams of professionals who are positioned in multiple locations across the province and are responsive to local/regional stakeholders with a wide variety of different problems and issues. This is most evident in terms of actual emergencies, where multiple stakeholders are actively engaged facing concurrent and often complex WUI threats. Even during routine operations, the manager is faced with unique challenges thanks in part to this spatial dispersion, but further amplified with climatic and geographic variation as well as differing political considerations of the regions across Alberta.

Another significant challenge for the manager is prioritizing requests for assistance from various stakeholders and assigning the appropriate, sometimes limited, resources to satisfy them. This can range from working with WUI training, site visits, and assigning WUI Field Officer staff resources to provide presence at local/regional incidents when large-scale or multiple wildfires are occurring.

Managing the WUI Field Operations and Training's budget requires both forward thinking and flexibility. Sufficient funding must be maintained within the budget to allow for deployment of Field Officers to an incident, while ensuring funds are also available to support training and site visits. It is essential that the manager carefully monitors the budget with consideration of the season and prevailing conditions and plans for effective use (or re-distribution to unfunded pressures) of any surplus near year-end.

The manager shares responsibility for providing a senior AEMA management presence at the local or regional level during wildfire and interface events. The manager is expected to work closely with Forestry and Parks and provide WUI and incident management expertise to assist local authorities in their problem solving and decision-making process. The manager is expected to provide local knowledge and experience to assist the PECC Director with solving resource allocation problems.

Types of guidance available for problem solving:

The Manager works closely with the Director of WUI Preparedness and has access to the Issues Manager and Executive Advisor for guidance and advice on regular activities. During activation, the manager has access to a variety of resources in the PECC.

The Manager is responsible for leading the WUI Field Operations Team in, providing:

- Routine support to local and regional stakeholders in all four pillars of emergency management.
- Advice and assistance to local authorities on:
 - the conduct of Hazard Identification and Risk Assessment;
 - the development and maintenance of WUI-specific plans; and
 - response operations during emergencies, and
 - acting as liaison with the PECC.
- Accurate and timely information from the WUI Field Officers to the PECC on a regular basis, as well as during emergencies and disasters, to assist in the development of the Common Operating Picture and the provision of provincial support to local authorities when required or requested.

Strategic thinking skills are required to coordinate and integrate WUI Operations with AEMA and GoA intent and actions. Strong relationship building skills are necessary to work with multiple stakeholders at all levels of government and industry.

The Manager of WUI Operations and Preparedness manages, facilitates and coordinates AEMA support to local authorities in the prevention/mitigation of, planning for, response to and recovery from WUI incidents. The position must track current trends and best practices in WUI and emergency management, as well as anticipating future trends to provide solutions and implement strategies under the broad direction of their supervisor. Some examples of requirements for leadership include:

- Making effective decisions while ensuring unit actions and activities are aligned with AEMA and Ministry goals and strategies.
- Optimizing the use of financial and human resources to achieve the goals of the AEMA and Branch operational plans.
- Working cooperatively and productively with staff, clients, and stakeholders to achieve results.
- Continuously reflecting on and adapting practices in support of service excellence.
- Chairing and facilitating meetings with stakeholders.
- Preparing business cases, feasibility studies, briefing notes, etc. to support field operations strategies and decision making.
- Business and operational planning in conjunction with financial and human resources management skills to execute the business of the program.
- Planning and managing projects and programs within WUI Field Operations.

Direct or indirect impacts of decisions:

The Manager of WUI Operations provides operational and tactical guidance to the staff of the WUI Field Operations and Provincial WUI Teams. This unit is the everyday "face" of AEMA to many of its critical stakeholders, including municipalities, Metis Settlements, First Nations, and industry, providing these stakeholders with advice and guidance in all aspects of emergency management. 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, and can have significant safety, legal, financial, and political ramifications. In a disaster, this advice could make the difference between losing and saving lives and property.

As the co-coordinator of Alberta's WUI Program, AEMA relies upon relationships built with other stakeholders within the system; without those relationships, AEMA could not fulfil its mandate. The Manager WUI Operations and Training plays a critical role in supervising the teams which build and maintain relationships with AEMA's most critical stakeholders in local government and industry. At a strategic level, the position also represents AEMA on committees and at for a involving other stakeholders at the provincial, national and sometimes international level.

This position also plays a critical role in supporting the Provincial Duty Officers in the PECC who are responsible for building and maintaining the common operating picture 24/7. The Manager must be prepared to respond to events outside of normal working hours with a view to ensuring the PECC receives the right level of engagement and support from the WUI Field Operations Team.

Key Relationships

Major stakeholders and purpose of interactions:

Internal Clients - Frequency - Nature and Purpose of Contact

Managing Director, Deputy Managing Director, Executive Directors - As required - Provide information and analysis as required.

Director, Other Managers, and Wildfire Management Branch - Daily - Provide/exchange situational awareness of WUI/emergency management support and response activities. Provide WUI Field Operations advice.

Other AEMA Staff - Daily - Direct/train/influence. Support the Provincial Duty Officers in the development and maintenance of the Common Operating Picture. Provide situational awareness of WUI field operations activities.

Other PSES Staff - Weekly - Provide advice/seek direction/ influence.

Field Officers - Daily - Provide operational and tactical guidance to the WUI Field Operations team.

Provincial WUI Teams - Monthly - Provide operational and tactical guidance to the Provincial WUI teams.

External Clients - Frequency - Nature and Purpose of Contact

Other GoA Departments - Weekly - Participate in or lead standing or ad hoc committees. Liaise with other departments to coordinate field support to local authorities. Provide advice and inputs based WUI. Collaborate on common initiatives and the WUI program as required.

Alberta Communities - Weekly - Coordinate activities of WUI field operations team in support of local authorities in all four pillars of emergency management.

British Columbia Wildfire Service - Monthly - Collaborate on common initiatives and the WUI program as required.

Alberta WUI Advisory Committee - As required - Provide information and analysis as required. Provide/exchange situational awareness of WUI/emergency management support and response activities. Provide WUI Field Operations related advice.

Federal Government agencies such as Public Safety Canada - Weekly - Monthly -Provide/exchange

situational awareness of WUI activities. Provide advice, influence and exchange ideas. Communicate/ collaborate/synchronize WUI activities.

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, management or emergency services administration

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

Education & Training

- A related degree in emergency management, public administration, management or emergency services administration is desirable, or equivalent years of education in a related field.
- Minimum Incident Command System (ICS) 300
- FireSmart Assessor is an asset
- NFPA 1001 Level II, Standard for Fire Fighter Professional Qualifications,
- NFPA 1002 Levels (Aerial and Pumper Levels), Standard for Fire Apparatus Driver/Operator Professional Qualifications,
- NFPA 1021 Level II, Standard for Fire Officer Professional Qualifications,
- NFPA 1031 Level II, Standard for Professional Qualifications for Fire Inspector and Plan Examiner,
- NFPA 1033, Standard for Professional Qualifications for Fire Investigation,
- NFPA 1051 - 1140, Standard for Wildland Firefighting Personnel Professional Qualifications is an asset,
- Alberta Fire Safety Codes Officer Inspector B2 and Investigator C2 considered an asset
- Structural protection specialist training
- HTC S131 unit; 3-Fire Behaviour Fundamentals, 4- Fire Suppression Fundamentals, 9- Heavy Equipment, 10- Fireline Patrol and Mop-up, 12-Helicopter Operations, and 13- Airtanker Operations
- CIFFC: S-134 Safety on the Fireline, S-290 Principal of Fire Behaviour, S-291 Understanding the Fire Weather Index System
- Minimum Class 5 driver's license with ability to achieve air brake certificate.

Experience

- Fire Officer in a Municipal Fire Department with Wildland Firefighter experience.
- Demonstrated experience leading teams of professionals.
- Leading geographically dispersed staff is desirable.
- Budget development and management.
- Dealing with the public, news media, emergency responders (police/fire/EMS) and senior level officers in the public, private and volunteer sectors.
- Has worked in large, complex, Type 1 wildland fire incidents.
- Working either in a public/private setting in a field involving both operational and tactical level emergency management.

Knowledge

- Thorough knowledge of Alberta's Wildland Urban Interface Guidelines, AEMA's mandate and the Alberta emergency management system.
- Detailed knowledge of the *Emergency Management Act* and its associated regulations.
- Working knowledge of other related provincial legislation and regulation (*Municipal Government Act, Forest and Prairie Protection Act, etc.*).
- Strong level of understanding of the Alberta Emergency Plan (AEP) and the Alberta Incident Management System (AIMS).
- Thorough knowledge and understanding of ICS.
- Working knowledge of provincial plans, agreements, arrangements, and procedures for emergency management.
- Working knowledge of Canadian and international standards related to wildland firefighting, municipal firefighting and emergency management.
- Awareness and understanding of provincial capabilities and key vulnerabilities within emergency

management.

- Operational understanding of the *Freedom of Information and Protection of Privacy Act* and regulations.
- Knowledge of strategic, operational, and tactical planning processes, as well as planning processes used within the GoA.
- Understanding of the Disaster Recovery Regulation and the Municipal Wildfire Assistance Program and their associated guidelines.
- Knowledge of risk and vulnerability analysis of natural, technological and/or civil hazards, especially related to the implementation of event response activities.

Skills

- Excellent supervisory and leadership skills.
- Excellent 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 lead staff under extremely stressful conditions and emergency situations, providing concise and calm direction 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 four-wheel drive vehicles in all road conditions.
- Working ability to utilize the MS Office Suite of applications.

Abilities

- Recognizes and appreciates the potential impacts of decisions on stakeholders.
- Analyzes and evaluates situations to objectively identify problems and develop possible solutions.
- Works independently in a professional manner and in accordance with standard operating procedures.
- Analyzes information and develops 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		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	To effectively exercise leadership over a team of professionals and is responsive to local/regional stakeholders with wide variety of different problems and issues. There have been times when stakeholders in multiple jurisdictions of the province are experiencing wildfires threatening the urban interface.
Develop Networks	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Leverages relationships to build input and perspective: <ul style="list-style-type: none"> • Looks broadly to engage 	Strong relationship building skills are necessary to work with multiple stakeholders at

		<p>stakeholders</p> <ul style="list-style-type: none"> • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	<p>all levels of government and industry.</p> <p>The manager is prioritizing requests for assistance from various stakeholders and assigning the appropriate resources to satisfy them.</p>
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	<p>Develop and maintain effective relationships with a wide variety of stakeholders, partners, such as municipalities and ministry EM coordinators.</p>
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<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 	<p>This position must remain must track current trends and best practices, as well as anticipating future trends in order to provide solutions and implement strategies.</p>
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"> • 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 	<p>This position must work closely with multiple stakeholders, competing priorities, in a high stress environment while assessing risk and meeting resource needs.</p>