

## Update

Ministry

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

Position ID

Position Name (200 character maximum)

Current 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****Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

## Job Purpose and Organizational Context

### Why the job exists:

The Emergency Services Officer (ESO) / Consequence Management Officer (CMO) is a member of the Emergency Management, Accommodations and Security Services (EMASS) unit. This position supports the EMASS unit in its decision making processes and in the planning, management and delivery of ministry emergency response services across the province. This position develops emergency plans for the Ministry to deliver programs and benefits in response to various emergencies (Ministry, Local or Provincial). Due to the responsibilities of this position, it is currently identified as Program Services 4E Market Adjustment (02E4PSAMA), Position Exclusions.

The Ministry has a unique landscape for delivery of services compared to most Ministries. Overall, the Ministry accounts for one of the largest staffing complements in the GoA, and has the most sites where the Ministry will be the Primary Occupying Department. Overall the Ministry has approx.132 worksites. These worksites have a distinct level of complexity as Ministry worksites are not only administrative in nature but also include residential homes providing 24/7 support services to high-need individuals, i.e. group homes for persons with developmental disabilities, youth centres, adult homeless supports, etc., as well as administrative worksites. Due to these facts, the incumbent may represent the Ministry with Infrastructure to support the Facility Emergency Planning Program (FEPP) across all GoA worksites where Assisted Living and Social Services (ALSS) is the Primary Occupying Department and/or Occupying Department (OD).

As a result, Business Continuity considerations are an integral part of the planning and response process for the Ministry and specific mitigation and response activities are developed to ensure the Ministry's programs and services are able to be continued during any incident level (small to large). This work will require a broad knowledge and understanding of Business Continuity, Risk Management, and a strong ability to complete analysis to determine essential services.

As a result, corporate security considerations are an integral part of the planning and response process for the Ministry, and specific response activities are developed to meet sites with high-risk clients or unique site-specific needs. This work will require a broad knowledge and understanding of security and protection solutions, including the ability to work with victims of events, local authorities and other key stakeholders to ensure appropriate outcomes for the safety of staff, contractors, and the public within Ministry worksites.

This position is crucial to worksites as they develop their risk specific response plans and the Corporate Security function to ensure that appropriate response processes are created that take into consideration real and potential events through information gathered from incident reporting, security bulletins (internal or external) and complex client management guidelines or through the Risk Assessment process.

Reporting to the EMASS Manager, Emergency Services the key accountabilities of the Emergency Services Officer (with a designated lead portfolio) will include:

- Collaborating, developing, decision-making, and participating in complex strategic projects to ensure the Ministry, all levels of government and other strategic partners are prepared in case of an emergency,
- Monitoring and assessing information on a daily basis that has potential impacts to Albertans and the Ministry,
- Working with other members of the EMASS team to ensure that the objectives and priorities of the Ministry are coordinated throughout the organization,
- Coordinating all aspects of the emergency management programs including assessing the level of preparedness and the ability to respond to and recover from potential impacts to Albertans, their communities and the Ministry,
- Coordination and planning of multi agency and multi-jurisdiction exercises to test and evaluate emergency response plans as well as enhancing and maintaining levels of preparedness in case of an emergency incident,
- Integrating emergency management including risk management and mitigation, continuity of operations, local, regional, provincial, Tribal Council and Métis Settlement emergency management plans, provincial and federal level emergency social services plans and re-entry and recovery plans at the local, regional and provincial levels; and
- Representing the Ministry in emergency management working groups and committees to best meet the needs, as

required.

## Responsibilities

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

The ESO / CMO supports the ongoing management and delivery of EMASS programs and services for ALSS. Specific responsibilities include, but are not limited to:

- Supporting the implementation of Ministry directions/policies; promoting consistency in the interpretation of legislation, Ministry policy, procedures, standards, and operational directives by clarifying and advising on program delivery and management procedures,
- Establishes and maintains relationships with cross-government contacts, other divisions and broad external groups to support the above activities and to develop and implement coordinated management responses,
- Drafting position, options and strategy papers; developing implementation, training, and communications plans; researching, collecting, evaluating and analyzing data; organizing or monitoring activities of task forces;
- Reviewing, preparing, and updating issue management plans, briefing notes, and/or correspondence for senior management;
- Participating in briefings and processing issues through networks and similar staff groups;
- Undertaking ministry planning activities both internally and in conjunction with other ministries, central agency, other governments, and NGO stakeholders,
- Supports all preparedness, mitigation, response and recovery activities in regards to the EMASS legislated responsibilities and mandated objectives, and
- Works with EMASS staff to increase its efficiency and effectiveness to respond during emergencies.

### Emergency Management Team

- As required, filling the position of Manager, Emergency Management Team including the role of Deputy Incident Commander, during all Departmental Emergency Operations Centre (DEOC) and Provincial Emergency Coordination Centre (PECC) activations
- Works with local and regional authorities, including Tribal Council and Métis Settlement Emergency Managers and representatives in the development as the Subject Matter Expert (SME) in the training, delivery and implementation of plans to prevent, mitigate, respond to or recover from risks or hazards facing Albertans and their communities
- Works in concert with the Manager to ensure the best possible response to service disruptions and serves as CMO or BCO to coordinate adequate resourcing and prioritization of the Ministry's response during emergencies within the PECC, and/or impacted communities.
- Assists with the development and maintenance of written protocols to ensure that during a state of local/provincial emergency, municipalities/local authorities will have access to the necessary policy, procedures and resourcing for providing emergency social services where required.

### Facility Emergency Planning Program (FEPP)

- This position will work to enhance understanding of the interrelationships between all ministry emergency management plans and related programs such as the GoA Occupational Health and Safety Program, and the GoA Infrastructure Facility Emergency Planning Program, including:
  - Enhance the Ministries' structure and organization through the identification of standard operating procedures to effectively manage the development of an enhanced emergency management culture to ensure both ministries exude resiliency during emergency events,
  - Provide support in the preparation, maintenance, evaluation, exercising and validation of the ministry and department Business Continuity, Consequence Management and Crisis Communications emergency management plans,
  - Provide guidance in the development and maintenance of protocols to ensure that departmental personnel who are necessary to implement the ministry and department's emergency management plans are available and trained, to respond on a 24-hour basis,
  - Ensure the ministry compliance with legislative requirements of the Alberta Emergency Plan, the Government Emergency Management Regulation and the *Emergency Management Act*.
  - Provide expertise in the development of the ministry hazard-specific emergency plans, e.g. Pandemic Plan,

- Provides support to the Ministry in its program and standards analysis, monitoring and evaluation of Emergency Management.

- Researching, evaluating, and analyzing program and business performance, and providing information, advice, and/or recommendations to Senior Management decision-makers
- Participating on, facilitating and making presentations at Ministry networks, focus groups, task forces and similar staff groups
- Designing and coordinating mechanisms to evaluate program effectiveness and divisional performance
- Accessing, investigating, and interpreting financial, program, and human resources information
- Providing corporate direction and tools to support effective regional business practices
- Leading/participating in project teams, in line with Ministry goals, strategic directions, and priorities, including design, development, and coordination activities, providing guidance and support to junior and new staff as necessary

#### **Activation Functions**

- Supports the effective operation of the DEOC and supports EMASS functions during emergency events,
- Acts as the Primary for the CMO role during PECC and/or DEOC activations,
- Provides back-up support to Emergency Management Team for shift change capacity, as required,
- 24/7 availability to support shift change, and to staff the PECC during activations, as required,
- Facilitates the exchange of information between the PECC and Ministry's DEOC and
- Participates in Crisis Management briefings, orientations and training sessions as required.

#### **Emergency / Crisis Communications**

- Provide support and coordination during the development of Crisis Communication Plan; and
- Assists with plan administration as required.

### **Problem Solving**

Typical problems solved:

The position works under the guidelines set by the following:

- Government of Alberta Emergency Management Regulation;
- *Alberta Emergency Management Act*;
- *Occupational Health and Safety Act*;
- *Alberta Occupiers' Liability Act*;
- Disaster Recovery Regulation;
- *Financial Administration Act*;
- *Access to Information Act (ATIA)*; *Protection of Privacy Act (POPA)*; and *Freedom of Information and Protection of Privacy (FOIP) Act*;
- GOA Corporate Security Framework.

The job impacts:

- Business operations and delivery of essential government services to Albertans;
- Delivery of essential basic social services to victims of disasters throughout the province; and,
- The way the emergency response plans are developed and implemented cross ministry, within all levels of government, including municipal, provincial and federal.

The diversity of this position requires:

- Capacity and professionalism to work in a high pressure, stressful atmosphere while assisting staff at all levels of government, NGO's and Albertans in emergency situations;
- Ability to work in an independent and self-directed manner, and as a member of a team under pressure to meet deadlines; and,
- The ability to work with a diverse and complex group having multiple needs, and will require good communication skills and a high ability to influence and collaborate without authority to have successful outcomes.

Types of guidance available for problem solving:

- The position can seek guidance from the Manager, Director, Executive Director and other team members.
- The position may also seek clarification and interpretation of legislation from the ministry responsible for Emergency Management and Public Safety (PSES/AEMA).

- The position may also seek clarification and interpretation of legislation from other Assisted Living and Social Services (ALSS) divisions, including but not limited to Disability Services, Employment and Financial Services, Office of the Public Guardian and Trustee.

Direct or indirect impacts of decisions:

The consequence of error resulting from a decision made in the communication of evacuee numbers or facility emergencies may significantly affect the department's credibility. Such outcomes could affect the way coordinated responses are implemented across the province.

### Key Relationships

Major stakeholders and purpose of interactions:

EMASS management - Briefings, recommendations and strategic direction during provincial incidents  
ALSS Staff - Leadership, information sharing, presentations, expertise, training, guidance with compliance  
Provincial Emergency Coordination Centre (PECC) - primary working location during provincial escalated incidents, ensuring integrated cross-government coordination of information  
Other GoA ministries - Seek clarification and interpretation of legislation, access resources, support planning and debrief post local events

### Required Education, Experience and Technical Competencies

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

If other, specify:

Knowledge of Emergency Management best practices.

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

#### Knowledge

- Knowledge of relevant legislation, policy and directives including the *Emergency Management Act* and Government of Alberta Emergency Management Regulation, and Access to Information Act, *Access to Information Act*; *Freedom of Information and Protection of Privacy Act*; and *Protection of Privacy Act*;
- Familiarity of Assisted Living and Social Services programs and services, as well as familiarity with short and long-term business goals, strategies and priorities of the Ministry and the division, and overall GoA goals and initiatives;
- A good understanding of local authorities, cross jurisdictional and ministerial decision making processes and accountability structure, programs, and projects. Knowledge of current and planned government policies which will affect Emergency Management and Contingency Planning programs.
- Extensive knowledge of the process and best practices for Business Continuity planning and emergency preparedness.
- Knowledge and understanding of which communication techniques are effective in particular situations with particular audiences. Knowledge is required to develop highly professional communication materials for use by and with executive and senior management audiences.

#### Skills and Abilities

- Well-developed organizational skills to work independently on multiple projects and tasks
- Being able to work effectively with individuals and committees.
- Experience working with internal and external stakeholders, ministry staff and executive.
- Demonstrates competency in supporting incidents as they occur, particularly in high stress situations, i.e. emergencies or disasters, workplace violence, etc.
- Strong problem solving skills are required to develop innovative approaches and solutions to anticipated and un-anticipated problems or issues
- Be able to plan, prioritize and coordinate multiple tasks and projects while carrying out ongoing responsibilities
- Demonstrate initiative, sound judgement, and attention to detail relating to assigned responsibilities
- Commitment to confidentiality, tact and diplomacy
- High degree of professionalism is required; ability to work with politically sensitive, confidential issues.
- Sound judgement and highly developed decision making abilities.
- Research and development abilities in relation to legislation and policy.
- Project management skills. Strong research, analytical, evaluation and problem solving skills to develop and recommend resolutions to complex problems and contentious issues.

- Advanced written and oral communication skills, including advanced ability with MS Office
- Experience with web-based emergency management information systems or emergency management situational awareness systems.

Post-secondary or graduate degree in a relevant area of expertise such as Disaster Risk Reduction, Disaster and Emergency Management extensive experience within a complex organizational setting, preferably with a government program, Accreditation as a Certified Emergency Management (CEM) or Associate Emergency Manager (AEM) is desirable. Being accredited as an Associate Business Continuity Professional (ABCP) designation would be considered an asset.

### 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	<p>Implementing a comprehensive consequence management approach is achieved through the ability to interpret and understand how relevant legislation impacts ALSS's divisions and their clients.</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"> <li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	<p>Leverages skills and knowledge of others. Has discretion and desire to support the work of others. Works to understand systems and processes by diverse teams, and works with teams to identify solutions.</p>
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> </ul>	<p>Ability to anticipate, identify and analyze issues, and develop appropriate response options for decision makers. Works with teams to develop</p>

		<ul style="list-style-type: none"> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	appropriate systems and processes.
Drive for Results	○ ○ ● ○ ○	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> <li>• Uses variety of resources to monitor own performance standards</li> <li>• Acknowledges even indirect responsibility</li> <li>• Commits to what is good for Albertans even if not immediately accepted</li> <li>• Reaches goals consistent with APS direction</li> </ul>	Produces high quality, professional materials. Strict timelines are adhered to and roles and responsibilities are clear.

**Benchmarks**

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