



## Position Opportunity Profile

### *Director of Protective & Community Services*

#### The Community of Crowsnest Pass

The Municipality of Crowsnest is located at the center of it all in the Crown of the Continent and is located along Canada's southerly travel corridor of The Rocky Mountains nestled among majestic mountains, beautiful forests and numerous waterways. Crowsnest Pass is a specialized municipality encompassing an area of 383km<sup>2</sup> serving a population of 5750 full time residents. The area is steeped in history and is well known as a destination for numerous outdoor activities including that of world class fly fishing. The outdoor activities available and the quality of life offered attract people of all ages to come simply for a visit or to make this beautiful area their home.

#### Summary of Functions

Reporting to the Chief Administrative Officer, the Director of Protective & Community Services is a senior administrative team member responsible for the professional leadership and strategic management of Protective Services including Disaster Services, Fire, Rescue, Municipal Enforcement, Animal Control, Safety Codes and Agricultural Services as well as programming for Family & Community Support Services (FCSS) and Community Services.

#### **Specific areas of responsibility and service in the leadership of this department include:**

- establishing the department business plan and facilitating departmental goals
- supervising the activities of the Manager of Protective & Community Services/Fire Chief and provide personnel leadership including recruiting, hiring, promotion, goal setting, information sharing, training and evaluation of Protective and Community Services Staff
- collaboration and liaison with community organizations as well as Provincial and Federal government agencies to facilitate the creation and maintenance of a safe and healthy
- Provision of overall guidance and direction to Fire and Rescue Services
- Oversight of the administration and enforcement of bylaws, regulations and policies that fall within the mandate of the Protective and Community Services Department
- Overseeing the Municipal Emergency Management Plan to ensure that effective emergency measures planning, disaster management processes and training and education services are in place
- Ensuring effective coordination between disaster services and other protective service providers and Municipal support services
- Oversight and provision of overall guidance and direction to the Family and Community Support Services Programmer and the Community Services Programmer
- Establishment and implementation of culture and recreation programs including aquatics, field sports, ice sports, fitness, special needs and other instructional programs.
- Provide overall guidance and direction on matters related to Art, Cultural, Heritage, Museums and Archives

## **Candidate Requirements**

The candidate we seek will have post secondary education in recreation, disaster and emergency management, community business or marketing, or equivalent education and experience. In addition proven experience in emergency management planning and proven ability to successfully manage fire, rescue and emergency operations will be a key consideration in the selection process.

This position will require the following key leadership competencies:

- Provides leadership while giving guidance and support
- The ability to manage effectively while maintaining a friendly approachable attitude
- Ability to create a fun working environment
- Strong sense of service delivery while maintaining sound financial management
- Clear, concise, and positive communication skills
- Ability to demonstrate flexibility and openness to changes in personal work or team responsibilities
- Exceptional organizational skills
- Pragmatic decision making skills

This is a new position offering the opportunity to work in a professional, team environment and in one of Alberta's most scenic communities. Remuneration will commensurate based on qualifications.

Please submit cover letter and resume to the attention of Human Resources by **4:00 pm, Friday, March 23<sup>rd</sup>, 2012.**

Municipality of Crowsnest Pass  
P.O Box 600, Crowsnest Pass, AB T0K 0E0  
*Attention: Human Resources*  
Fax: 403-563-5474      Email: [execasst@crowstnestpass.com](mailto:execasst@crowstnestpass.com)

## Municipality of Crowsnest Pass

### Job Description

#### DIRECTOR OF PROTECTIVE & COMMUNITY SERVICES

**REPORTS TO:** Chief Administrative Officer

**REVISION DATE:** January 2012

#### POSITION SUMMARY

Reporting to the Chief Administrative Officer, the Director of Protective & Community Services is a senior administrative team member responsible for the professional leadership and strategic management of Protective Services including Disaster Services, Fire, Rescue, Municipal Enforcement, Animal Control, Safety Codes and Agricultural Services as well as programming for Family & Community Support Services (FCSS) and Community Services.

#### KEY DUTIES AND RESPONSIBILITIES

##### 1. Governance:

- a) Assist and strategically support the Chief Administrative Officer and Administrative Team in all matters relating to the operations of the Municipality in accordance with legislation and established policies and practices.
- b) Responsible for establishing the department business plan and facilitating departmental goals and actions that compliment and support the Municipal Mission and Vision.
- c) Directly supervises the activities of the Manager of Protective & Community Services/Fire Chief and provides personnel leadership including recruiting, hiring, promotion, goal setting, information sharing, training and evaluation of Protective and Community Services Staff.
- d) Directly supervises the work and activities undertaken by consulting and contract service providers.
- e) Responsible to build and foster lasting relationships with other departments, key community partners and government agencies.
- f) Responsible to collaborate and liaison with community organizations as well as Provincial and Federal government agencies to facilitate the creation and maintenance of a safe and healthy community that promotes and supports quality of life and encourages resident involvement in the community.
- g) Provides written reports to the Chief Administrative Officer and Council and presents when required.

##### 2. Protective Services:

- a) Provide overall guidance and direction to Fire and Rescue Services within the Municipality of Crowsnest Pass.
- b) Ensure that all emergency response services are provided in accordance with applicable laws and guidelines.
- c) Ensure the implementation and delivery of fire and rescue preparedness, prevention, response and recovery services.
- d) Develop and maintain appropriate and adequate infrastructure, equipment, trained personnel, plans and programs in preparation for emergencies.
- e) Assist in the development of programs and facilitate appropriate courses for staff and volunteer training.
- f) Allocate resources required to undertake fire investigations, pre-planning and fire inspections.
- g) Provide a range of prevention services to increase community awareness of hazards and involvement in minimizing their impact.
- h) Co-ordinate with and assist Provincial agencies and neighboring municipalities in matters relating to fire protection and search and rescue activities.
- i) Review and comment on subdivision plans in consultation with relevant stakeholders and undertake site inspections as required.

##### 3. Enforcement Services:

- a) Oversee the administration and enforcement of bylaws, regulations and policies relating to weed management, property standards, animals, noise, business licensing, parking, etc. and other regulatory by-laws.
- b) Provide overall guidance, direction and enforcement on all bylaws and related programs that fall within the mandate of the Protective and Community Services Department.
- c) Ensure that all bylaws are enacted and enforced in accordance with applicable laws and guidelines.
- d) Provide allied agency and inter-departmental cooperation and collaboration when required.
- e) Ensure enforcement of Provincial statutes including but not limited to that of the Traffic Safety Act and Public Highway Protection Act.
- f) Consult with Agricultural Services Board on issues that have an effect on the residents and businesses.

**4. Disaster Services Management:**

- a) Oversee the Municipal Emergency Management Plan to ensure that effective emergency measures planning, disaster management processes and training and education services are in place to help protect the residents and visitors to the Crowsnest Pass in the event of a major emergency.
- b) Review and administer the Municipal Emergency Management Plan and recommend changes as required.
- c) Ensure effective coordination between disaster services and other protective service providers and Municipal support services
- d) Ensure that the integrated response from the Municipal emergency services is efficient and ensure effective coordination between dispatch agencies.
- e) Receive and review dispatch reporting to understand the current level of service and integrated response effectiveness, and identify any need and method for improvements

**5. Community Services and Family & Community Support Services:**

- a) Oversee and provide overall guidance and direction to the Family and Community Support Services Programmer and the Community Services Programmer with respect to initiatives and strategies for managing the development of customer focused programming activities.
- b) Establish and implement culture and recreation programs including aquatics, field sports, ice sports, fitness, special needs, and other instructional programs.
- c) Provide overall guidance and direction on matters related to Arts, Cultural, Heritage, Museums and Archives.
- d) Serve as a primary resource person to the Arts & Culture, Sport & Recreation and Family and Community Support Services Boards.
- e) Make recommendation to Council on behalf of the Family and Community Support Services Board for funding to organizations that provide programming in response to community need.
- f) Develop partnerships with, and provide funding to, community groups for the delivery of innovative programs and services that respond to community need.
  
- g) Provide overall guidance and direction to programming staff to identify and coordinate relevant school programs and engage emergency services departments and outside agencies to provide assistance in the delivery of these programs.

**6. Special Projects:**

- a) Provide guidance to staff on special projects that may impact the community.
- b) Coordinate and manage projects for Emergency Management Plan preparation and facilitation.

**7. Organization:**

- a) Undertake further duties as directed and as relevant to the position.
- b) Embrace and participate in change to better achieve the Municipality's goals and objectives.
- c) Comply with the Municipal Code of Conduct ensuring probity and ethical behavior in all circumstances.
- d) Recommend changes or strategies which promote a 'Continual Improvement' and 'Best Practice' approach to service delivery where relevant to your position or department.
- e) Promote, maintain and improve the working environment and practices to ensure compliance with Policies and Procedures, Occupational Health & Safety and all other applicable legislation.

## **COMPETENCIES AND BEHAVIOURS**

1. **Leadership Skills:** Provides leadership while giving guidance and support. Mentors and is a positive role model who has the ability to communicate potential opportunities to departments while empowering staff and incorporating the views of others.
2. **Management Skills:** A proven record of being able to motivate, plan, direct and evaluate people and activities of a broad based municipal organization. The ability to manage effectively while maintaining a friendly approachable attitude.
3. **Create a Fun Working Environment:** A demonstrated ability to use respectful humor, laughter and fun in the workplace creating an environment where people are relaxed and willing to contribute.
4. **Financial Management:** Leads with a strong sense of service delivery while integrating financial planning, budgeting, and management reporting.
5. **Communication Skills:** A clear, concise and positive communicator who is able to build trust through presenting ideas clearly while effectively listening to others. Demonstrates a strong ability to work effectively within a public sector environment and is politically astute.
6. **Flexible and Adaptive:** Able to change gears quickly in an ever changing environment. The ability to demonstrate flexibility and openness to changes in work personal or team responsibilities or portfolios.
7. **People Person:** An integral part of a professional team with high ethical standards and an honest, consistent style of working co-operatively with others. The ability to work and lead in a professional manner while also allowing for creativity within the workplace.
8. **Contract Management:** A confident systems management approach to alternative program and service delivery styles including contract negotiation, management and quality service evaluation.
9. **Organizational Skills:** Able to simplify often complex administrative and service matters, an ability to separate important issues and prioritize work initiatives.
10. **Pragmatic Decision-Maker:** Believes in involving people in processes to establish priorities and show sensitivity to changing approaches. Show strong common sense and intuitive judgment abilities.
11. **Conflict Resolution:** A consensus builder with a proven ability of positively engaging people from diverse or polarized positions in problem-solving. Able to develop proactive solutions through the use of interest based negotiations demonstrating strong conflict resolution skills.

## **EDUCATION AND EXPERIENCE**

1. Post secondary education in recreation, disaster and emergency management, community business or marketing, or equivalent education and experience.
2. Proven experience in emergency management planning and development of municipal emergency management plans.
3. Ability to successfully manage fire, rescue and emergency operations.
4. Ability to interpret, enforce and administer relevant Acts, statutes, regulations and Local Laws.
5. High level of experience in project management of significant complexity within a political environment with varying stakeholders.
6. Well-developed documentation, specification, administration, written, verbal and report writing skills.
7. Well-developed conflict resolution, negotiation and problem solving skills.
8. Demonstrated extensive experience and knowledge of the fire, rescue and emergency services industry, including understanding of the role of volunteers, local government and other stakeholders in an emergency services environment.
9. Sound interpersonal and customer service skills, with the ability to work both autonomously and in a team environment.
10. Good level of computer proficiency including the use of Microsoft Word, Excel, email and internet application.
11. Good sense of initiative, with the ability to work autonomously or in a team environment, and accept accountability and responsibility for own actions.
12. Effective communicator, leader and organizer, including skills in budget management, labour relations, marketing and media relations.
13. Effective interpersonal skills in dealing with staff, peers, the public and council under all types of conditions. Models a positive and supportive approach.
14. Ability to facilitate results by supporting and interfacing with volunteer organizations, appointed boards, government officials and technical staff.
15. A high degree of personal initiative with good planning and organizational skills as well as a high degree of integrity and professionalism.
16. Solid understanding of community based, volunteer management and leisure programming concepts.
17. Strong capability to identify needs, plan and to develop goals, priorities, and outcomes measures.