



GENERAL MANAGER OF PROTECTIVE SERVICES

Department	Protective Services	Reports To	Chief Administrative Officer
Directly Supervises	Protective Services Manager		
Indirectly Supervises	Fire Chief, Deputy Fire Chief, Protective Services Coordinator, Emergency Management Coordinator, Emergency Management Officer		
Key Internal Contacts	Chief Administrative Officer, Board of Directors, Department Heads, Communications Manager		
Key External Contacts	Member municipalities, Provincial and Federal government agencies, community groups, constituents, First Nations		

Position Summary

The General Manager of Protective Services is responsible for coordinating and managing the delivery of Protective Services and Emergency Management for the Peace River Regional District. This role develops and implements annual and long-term service strategies, operational plans, budgets, policies and bylaws in support of department and strategic objectives.

Key Accountabilities

Emergency Management

- Manages the PRRD emergency program by ensuring delivery of required training, developing comprehensive response plans, and collaborating with a variety of stakeholders to develop emergency preparedness and planning initiatives.

Fire Protection

- Oversee the effective management and operations of Charlie Lake Fire Department & Moberly Lake Fire Departments ensuring ongoing integration of PRRD policies and procedures.
- Liaises with relevant fire protection providers to establish and maintain mutual aid and service agreements; ensures delivery of services to rural residents and provides senior level expertise and support as required.

9-1-1 Services

- Effectively provides 9-1-1 call answer services and fire dispatch services by building and maintaining positive partnerships and negotiating cost effective services agreements and budgets.

Department Responsibilities

- Manage staffing including recruitment and retention, scheduling, supervision, coaching and developing, performance management and all other people management practices.
- Prepare and deliver reports to the Regional Board on Emergency preparedness, Protective Services, response, and recovery.
- Develops and implements policies, procedures, agreements, bylaws, and contracts associated with Protective Services and Emergency Management.
- Represents PRRD on a variety of committees relating to department service functions and at regional and provincial meetings.
- Builds and maintains strong working relationships with staff as well as a wide range of external stakeholders including Provincial and Federal ministries, regulatory agencies, consulting groups, community groups, member municipalities, First Nations, and committees.
- As a member of the senior management team this position shares responsibility for policy development, planning and implementation of cross-division initiatives and contributes to achieving the overall strategic



objectives.

- Regular travel within PRRD, and attendance at evening and/ weekend meetings and events is required.
- In the event of an emergency situation this position will be the leader and main point of contact of the Emergency Operations Centre (EOC), as required.
- Perform other duties as required.

Qualifications and Experience

- Post-secondary degree in Emergency Management, Fire Services, Public Administration or a related discipline plus a minimum of five (5) years' related experience at a supervisory level preferably in a unionized local government setting
- Strong understanding and experience of the Emergency and Disaster Management Act.
- Strong understanding and experience with Fire Services Act, Fire Safety Act, the BC Fire Code, the BC Minimum Fire Training Standards, and the Occupational Health and Safety Regulation.
- Proficient in report writing.
- Proficient in the management of departmental budgets.
- An equivalent combination of education, training and experience may be considered.
- A valid Class 5 Driver's License.

Regular travel within PRRD and attendance at evening and/ weekend meetings and events will be a feature of this position. Emergency Operations Centre (EOC) duties may require evening and/or weekend commitment.

Core Competencies

Decision Making - Obtains information; identifies key issues and implications for making informed, objective decisions.

Collaboration - Works cooperatively with others, inside and outside the organization, to accomplish objectives to build and maintain mutually beneficial partnerships, leverage information, and achieve results.

Change Management - Understands the need for change and helps plan for and accommodate it as creatively and positively as possible.

Communication - Provides regular, consistent and relevant information to others and ensures appropriate individuals are informed; listens carefully to others, asks questions or clarification and responds thoughtfully; communicates in a clear and concise manner using appropriate content, style and method of communication to suit the needs of the individual or audience.

External and Organizational Awareness - Identifies and understands how internal and external issues (e.g. economic, political, social trends) impact the work of Peace River Regional District.

Influencing and Negotiating - Uses persuasion to gain support and cooperation from stakeholders, superiors, colleagues, subordinates and other parties to achieve a desired course of action consistent with Peace River Regional District's goals and objectives.

Professional Integrity - Displays and promotes conduct and behaviours consistent with Peace River Regional District's standards.



Leadership - Assumes responsibility for establishing clear team vision, goals and objectives; supports and motivates the delivery of high performance; enables direct reports in capacity and career development.

Occupational Health and Safety - Applies knowledge of occupational health and safety principles and practices at Peace River Regional District.

Customer Service - Demonstrates commitment to public service, serves and satisfies internal and external customers, holds themselves accountable for quality outcomes.