



TOWN OF HAY RIVER – POSITION DESCRIPTION

IDENTIFICATION

Position Title	
Protective Services Specialist	
Position Number	Reports to
	Director of Protective Services

PURPOSE

Under the direction of the Director of Protective Services, the incumbent is responsible for enforcing compliance with Town bylaws and will participate in a full training program to be fully capable in the role of Protective Services Specialist (second in command of the Hay River Fire Department). The position includes a combination of administrative work and time spent in the field to keep operations running efficiently in bylaw enforcement and fire and emergency medical services (EMS).

Core Competencies applicable to all jobs within the Town of Hay River	Leadership Core Competencies
<ul style="list-style-type: none"> Citizen and Public Focus Communication Town of Hay River Consciousness Teamwork and Ambassadorship Integrity and Trust Ethics and Values Strategic Results Orientated Decision Making and Judgment 	<ul style="list-style-type: none"> Mentorship, Directing and Developing Staff Dealing with Ambiguity Creativity Decision Quality Priority Setting Motivating Others Interpersonal Savvy

SCOPE

As the bylaw compliance enforcer, this position will play a vital role in the community with respect to enforcing municipal bylaws and select Territorial Acts. This position has a dynamic set of responsibilities including responding to public complaints, patrolling, enforcing parking restrictions, inspecting properties, controlling animals, enforcing the Traffic Safety Act as well as investigating other bylaw offences.

As Protective Services Specialist, this position will participate in a combination of on-the-job and formal training to develop the skills necessary to supervise and coordinate the activities of firefighters, including responding to emergencies, providing proper training, managing firefighters, conducting training and ensuring that department policies and procedures are followed. He/she assists the Fire Chief in setting goals for the department, establishing policies and procedures, preparing the budget, periodically reviewing equipment for safety and purchasing new equipment as needed. The job has a defined public presence, and speaking at schools, community events, press events and other meetings is often expected.

Job Duties

1. Bylaw Enforcement Core Duties

- Participates as a member of the Town's Joint Occupational Health and Safety Committee.
- Enforces municipal bylaws through attendance on site, positively engaging with the public, delivering notices, as well as preparing correspondence, file notes and reports:
 - Conduct regular patrols and perform day to day enforcement activities;
 - Perform court related activities;
 - Enforce speed limits and other vehicle regulations;
 - Conduct investigations;
 - Respond to resident complaints and concerns;
 - Maintain public relations and liaison concerning bylaw awareness and enforcement; and
 - Maintain crowd control as required.
- Provides operational and administrative support to the Protective Services and Bylaw functions:
 - Conduct investigations;
 - Ensure evidence is gathered in an appropriate and legal manner;
 - Follow search and seizure procedures;
 - Properly store evidence;
 - Maintain detailed records of incidences;
 - Prepare reports for presentation to court;
 - Present evidence and give testimony in court;
 - Follow up on court responsibilities;
 - Maintain records of bylaw infractions, permits, etc.;
 - Prepare reports on all areas of By-Law; and
 - Monitor the By-Law budget.

2. Protective Services Intern Core Duties:

- Responds to emergency incidents as an active member of the Hay River Fire Department.
- Assists in, and/or undertakes, the development, coordination and implementation of Fire Department training, policies and procedures, inspections, pre-plans, and prevention events.
- Provides input into the annual and five-year operating and capital budgets for Protective Services Department.

- Ensure all apparatus and equipment is maintained in accordance with current regulations, best practices, and policies.

3. Protective Services Specialist Core Duties

- Completes the progressive certifications to assume the full duties of Protective Services Specialist.
- Assists in the development, implementation and maintenance of the Town's Emergency Program and Plan in accordance with regulations set forth in territorial and local government legislation.
- Responds to emergencies and natural disasters in accordance with the Emergency Management Plan.
- Provides recommendations on policies/procedures and programs to the Director of Protective Services on matters affecting emergency services and implements those that are approved.
- Provides input into the annual and five-year operating and capital budgets for the Municipal Emergency Program Department.
- Provide public awareness and education on the Emergency Management Program and Plan.

4. Performs other duties as assigned.

SPECIFICATIONS:

Bylaw Enforcement

- Foremost in the qualifications of a person enforcing bylaws is to achieve a level of bylaw knowledge that supports an environment of consistent enforcement and the ability to clearly and calmly communicate bylaws to achieve voluntary compliance in most situations.

Public Safety and Security

- Foremost in the qualifications of an assistant fire chief is experience and understanding of public safety and security as it relates to firefighting and emergency services. A Protective Services Specialist must have a thorough background in the practices, principles and terminology related to public fire safety and security and must be able to communicate these effectively to staff. He/she must be knowledgeable and experienced in emergency management systems and protocols, and in public safety programs.

Fire-Fighting Practices

- Second to public safety and security, a Protective Services Specialist/Assistant Fire Chief must have a thorough understanding of fire prevention practices, fire-fighting techniques, rescue systems and fire suppression and attack methods. He/she must understand and have experience in municipal firefighting and hazardous materials handling.

Fire Prevention Building Codes

- A Protective Services Intern may be called upon to conduct building code inspections and enforcement. He/she must understand national and local ordinances, laws, regulations, codes and standards with respect to building construction. In the absence of a fire marshal within the district in which he/she works, he/she must be qualified to take on these responsibilities.

Fire and Ambulance Vehicles and Equipment

- A Protective Services Specialist must be qualified to work with all fire and ambulance vehicles and equipment. He/she must understand fire and ambulance apparatus design, construction and use. He/she must also understand local and Canadian vehicle codes as they relate to firefighting operations. He/she must be knowledgeable of safety factors involved with fire vehicles, equipment and standard vehicles.

Leadership and Management

- Most Protective Service Specialists must have served in a position of management, such as the role of a fire officer (lieutenant or above). Qualifications for leadership include an understanding of modern employee management principles and practices, motivation, and conflict resolution techniques.

KNOWLEDGE and SKILLS

The following knowledge and skills are required for an individual to be able to perform the duties of this position:

- knowledge of firefighting techniques and methods
- leadership skills including the ability to take full command at the scene of a fire
- knowledge of command and control techniques
- knowledge of investigation and evidence gathering techniques
- knowledge of firefighting training programs including firearm safety, etc.
- knowledge of firefighting public education and awareness programs concerning protective services
- knowledge of public safety theories and methods
- knowledge of emergency response techniques
- knowledge of crowd control techniques
- an understanding of the northern cultural and political environment
- knowledge of emergency procedures, First Aid and CPR
- analytical and problem-solving skills
- decision making skills
- negotiations skills
- effective verbal and listening communications skills

QUALIFICATIONS

This is a position where the incumbent will through a combination of formal and on the job training attain the required knowledge, skills and attitudes through completion of a two to three year technical or community college certificate or diploma in Fire and Emergency Service training and emergency management training, as well as the training outlined below, combined with 2 years directly experience in law enforcement and or bylaw enforcement. Related firefighting and supervisory experience in emergency and command and control situations would be an asset for this position.. Equivalencies will be considered.

Education & Training

- NFPA 1001 Fire Fighter Certification Level 1 & 2.
- NFPA 1021 Fire Officer 1 or higher or Management Experience
- Emergency Medical Responder (or certification to respond at this level).
- Emergency Management Certification or related training would be considered an asset.
- Endorsed Class 5 driver's license with the ability to upgrade to a Class 3 (with air endorsement) within the 1st year of employment.
- Bylaw Enforcement Certification or related training would be considered an asset.

WORKING CONDITIONS

Physical Demands

The Protective Services Specialist may be involved in physically draining and exhausting activities which may include taking command of a fire scene, participating in emergency response situations and being involved in physically dangerous situations. The Protective Services Specialist will have to carry heavy firefighting equipment while climbing ladders and going through buildings. The Protective Services Specialist will regularly be exposed to water in extreme weather conditions and deal with resulting ice buildup in winter months.

Environmental Conditions

The Protective Services Specialist will be exposed to noxious smoke and fumes because of fire. The Protective Services Specialist will have to manage many people and projects at one time and may be interrupted frequently to meet the needs and requests of residents. The Protective Services Specialist will be exposed to environments that are dangerous, busy, noisy and will need excellent organizational, time and stress management skills to complete the required tasks.

Sensory Demands

The Protective Services Specialist will be exposed to smoke and fire that will adversely affect each of the senses including smell, touch, taste, hearing and sight. The Protective Services Specialist will require extreme levels of concentration during a firefighting situation.

Mental Demands

Very high levels of mental and emotional stress will be caused by the requirement to fight fires in an effective manner, diffusing potentially volatile situations, the requirement to maintain absolute control in dangerous and hectic situations and by the possibility of loss of life, injury and property.

ADDITIONAL REQUIREMENTS

Position Security (✓ check one)

- No criminal records check required
- Position of Trust – criminal records check required**
- Highly sensitive position – requires verification of identity and a criminal records check

CERTIFICATION

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date I certify that I have read and understand the responsibilities assigned to this position.	_____ Date I certify that this job description is an accurate description of the responsibilities assigned to the position.
<i>"The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position."</i>	