

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT (HAMILTON FIRE DEPARTMENT - LOCATION – 1227 STONE CHURCH ROAD EAST)

#### DIRECTOR/DEPUTY CHIEF, OPERATIONAL SUPPORT & COMMUNITY SAFETY

The Healthy and Safe Communities Department is committed to its people and is dedicated to building strong and healthy communities. We are passionate about making a difference within our communities through teamwork, not only across the department but along with community partners, focusing on high impact that is monitored and measured to enable us to understand how we can continuously improve to ensure that we are recognized for our excellence in service delivery. We are seeking a highly motivated and visionary leader to fill the senior leadership position of Deputy Fire Chief, Operational Support & Community Safety. This position is responsible for the leadership and oversight of the Department's operational support divisions including but not limited to: Fire Prevention, Mechanical, Fire Dispatch and our Community Risk Assessment. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

#### SUMMARY OF DUTIES

Reporting to the Fire Chief, provides strategic leadership, through subordinate management, to a multi-functional workforce engaged in the delivery of Fire and Emergency Services. Recommends broad policies and long-range strategies in the delivery of services to meet mandated goals, objectives and in alignment with the City of Hamilton's risk profile and the department's 10-Year Fire Service Delivery Plan.

Accountable for establishing and achieving operational goals and objectives through the effective and efficient use of financial and staff resources. Uses a "best practices" approach in developing and delivering quality services in a timely and cost effective manner. Models and instills a customer services focus in the department.

Evaluates and reports on the department's service, financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

As an operational planner, responsible to assess current and future emergency service needs. Plans and implements operational initiatives consistent with relevant legislation.

Supports corporate Emergency Management (EM), the incumbent will represent the Fire Department in the Emergency Operations Center (EOC) and serve on various EM working committees.

Participates in Healthy and Safe Communities Department emergency preparedness planning, development and training. Respond to all municipal emergencies as requested.

#### GENERAL DUTIES

Directs and manages the daily administrative and operational responsibilities of one of two portfolios (Fire Operations or Operational Support & Community Safety) by ensuring all activities within the Division are conducted in accordance with Corporate/Departmental policies and service standards.

At the discretion of the Fire Chief, rotates portfolios between Fire Operations or Operational Support & Community Safety so as to support career development, succession planning, business continuity and the principals of job-enrichment.

Represents the Fire Department with other levels of government, agencies, private sector and community organizations as authorized including after hours meetings and functions.

Participates on Corporate Task Forces and ad hoc groups/committees formed to resolve specific issues or projects as

assigned.

Responds to major emergencies on a 24-hour basis and provides support services to the Incident Commander and may assume command if required.

Provides media liaison and be the official spokesperson for the Division as required.

Develops multi-year implementation plans for new and existing services and annual workplans.

Continually reviews services delivered and identifies potential areas for alternate service delivery opportunities.

Administers, co-ordinates and directs the ongoing activities of assigned Divisions by delegating and assigning work to ensure maximum utilization of human resources. Monitors and evaluates individual staff performance; providing support/coaching and guidance for staff development.

Administers and enforces policies, procedures and practices for assigned Divisions to achieve desired results.

Provides career counseling, supports and encourages self-directed learning and serves as a resource to staff under their Command so as to support career development and succession planning.

Participates in the recruitment and selection of staff with a view to ensure current and future service requirements are met.

Reviews, develops and recommends revisions to Hamilton Fire Department Policies and Procedures and develops Departmental Standard Operating Procedures.

Confers with the Fire Chief and other Managers of the Hamilton Fire Department in the creation of policies.

Promotes, encourages and engages in partnerships with outside groups and agencies to advance mutual objectives relative to public safety and fire and rescue services.

Participates in short and long-range planning of the Fire Department.

Prepares presentations, reports and recommendations and attends meetings of Standing Committees, Council, public meetings and community organizations to provide information on departmental matters.

Assists in the preparation, administration and monitoring of the Department's Operating and Capital Budgets.

Responsible for hiring, disciplining, motivating, coaching, evaluating and training of staff under their command.

Co-ordinates the attendance management policy for areas under their command.

Co-ordinates response agreements with neighbouring municipalities for:

- Emergency Aid
- Auto Aid
- Mutual Aid

Serves as an integral member to the City of Hamilton Emergency Management Group.

Ensures the development of personnel through the establishment and implementation of the Performance Accountability and Development Process. Provides career path planning, goal setting, training and educational programs to staff.

Supports and contributes to positive and productive Labour Relations by fully participating in Labour Management meetings, collective bargaining sessions, grievance meetings and working in partnership with the various Associations/Unions representing employees within the Hamilton Fire Department.

Ensures Occupational Health and Safety legislation and Hamilton Fire Department safety policies are complied with, communicated and applied in a consistent fashion with the goal of supporting a healthy and safe workplace.

Ensures internal response systems are followed in the event of employee injury.

Expectation of after hour's timely response to emergency scenes as required.

May become the Site Manager under the City of Hamilton Emergency Plan.

Manages Divisional projects. Co-ordinates the planning, research and development of special projects.

Participates as management representation on Hiring Boards, Promotional Boards, Safety Committee and Labour Management Committee as required.

Participates in Senior Staff (HFD) and Extended Management Team (EMT) meetings as members of the Healthy and Safe Communities Department.

Provides strong strategic, as well as, long-term budget directions.

Participates in Corporate Task Forces and ad hoc work groups/committees as required.

Models and reflects integrity, professionalism and a commitment to public service excellence synonymous with the City of Hamilton's Corporate Culture.

Acts on behalf of the Fire Chief, when required.

Assesses the status of Hamilton Fire Department equipment, apparatus and fire stations for the purpose of undertaking long term planning associated with community growth and development including ongoing maintenance and improvements to meet goals

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures Occupational Health & Safety policies, programs and practices are implemented, maintained and integrated into all aspects of planning and decision-making within the business unit. Recommends appropriate action for employees who do not work in compliance with legislation, policies and procedures.

Performs such other duties, as may be assigned, which are directly related to the normal job function.

## **QUALIFICATIONS**

1. Proven knowledge of management principles, practices and theories in the direct delivery of firefighting services. A post-secondary degree/diploma in Business, Public Administration or a related field considered an asset, or an acceptable equivalent combination of education, training and experience in the execution and management of a composite Fire Department.
2. A minimum 15 years of progressive Fire Service experience.
3. A Community Emergency Management Coordinator (CEMC) designation preferred.
4. Graduate of the Ontario Fire College and/or relevant NFPA certifications preferred.
5. Community emergency preparedness and risk assessment training.
6. Must be competent in the use of all equipment and techniques utilized at emergency responses.

7. Highly developed analytical and business planning skills with a proven track record for long-term visioning and big-picture thinking.
8. Highly developed ability to articulate a vision, to lead and inspire others with steadfast integrity.
9. Highly effective leadership, coaching, facilitation, communication, interpersonal and organizational skills in a predominately unionized environment.
10. Must be a strong communicator, both verbally and in writing.
11. Demonstrated experience in the design and delivery of customer focused programs and services.
12. Demonstrated ability to deal effectively with elected officials, other government officials, management, union representatives, peers, staff and the general public.
13. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the Division/Section. Must possess a working knowledge of The Fire Protection and Prevention Act (Bill 84), The Ontario Fire Code, building design and construction, the municipal water supply and the geography of the municipality.
14. Demonstrated knowledge of the Occupational Health & Safety Act and applicable regulations as it relates to the position.
15. Must possess strong work ethics and professional competency.
16. Must possess the physical capabilities to respond to emergencies and work on emergency scenes.
17. Thorough knowledge of collective bargaining process and grievance procedures is required.
18. Computer literacy in current suite of Microsoft Office applications such as Word, Excel and PowerPoint.
19. Proven ability to effectively negotiate complex agreements and excellent facilitation skills in order to build consensus.
20. Must possess a valid Class "G" Licence.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVERS LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE**

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE**

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