

CITY OF HAMILTON

HEALTHY AND SAFE SERVICES DEPARTMENT (HAMILTON FIRE DEPARTMENT - OPERATIONS – LOCATION – 1227 STONE CHURCH ROAD EAST)

CHIEF TRAINING OFFICER (CTO) – LOCAL 288

SUMMARY OF DUTIES

Reporting to the designated Assistant Deputy Chief, responsible for the Training Division within the Hamilton Fire Department (HFD), the Chief Training Officer will develop training plans, programs and learning materials using community and department needs analyses so that HFD personnel are able to meet and maintain the service and performance levels established by the department in the HFD 10 Year Service Delivery Plan.

Create and maintain a culture and work environment within the Training Division that supports the vision of a “Centre of Excellence” and supports the concept of a Department wide foundational training program.

Under the direction of the designated Assistant Deputy Chief, provide leadership oversight and direction to the Training Officers and Facilitators responsible for the development and delivery of training programs.

Responsible for planning, on a multi-year basis, the development and delivery of the training programs at the MATC and at workplaces across the City for all HFD personnel.

GENERAL DUTIES

Responsible for monitoring the day to day operations of the Training Division to ensure that organizational standard operating procedures are adhered to, and safe practices are employed.

Sets the direction in conjunction with the designated Assistant Deputy Chief for the training programs within HFD so that personnel can effectively meet and maintain the service and performance levels established by the Department.

Assists with the development of strategic plans for the Training Division by identifying key effectiveness areas, developing short and long-term objectives, action plans and establishing timeframes and accountability for the implementation of the plans so that departmental goals and objectives can be met within the established time frames.

Identifies trends in the profession and adapts/implements organizational change for the betterment of the HFD as it pertains to the enhancement of training, service delivery and safety of employees.

Creates and implements consistent standards for foundational training and development initiatives (i.e. needs analysis, program design, consistent content and evaluation, updates objectives and training plans, applies continuous improvement principles, and maintenance of training records, etc.) in order to ensure that the highest quality of training is developed in accordance with the National Fire Protection Association (NFPA), other applicable training standards and legislation, along with City of Hamilton corporate and HFD policies and procedures.

Provides leadership, oversight and direction for the delivery of all service-related training programs such as, but not limited to, recruit training, officer development, emergency medical care, vehicle driver/operator training, fire suppression, respiratory protection, fire prevention, mechanical and communications so that the continuity of training is maintained and the HFD training goals and objectives are attained.

Oversees the training of the HFD Technical Rescue programs (Water Rescue, Ice Rescue, Rope Rescue, Confined Space Rescue, Vehicle Rescue, Haz Mat and other technical rescue disciplines).

Prepares/modifies training objectives so that they reflect the goals, procedures and training needs of HFD, that they are clear, concise, measurable and describe the activities and level of competence expected from the trainees.

Improves teaching and learning by utilizing available technology so that educational materials are readable, user friendly and accessible, electronic interactions among learners and trainer are increased, and electronic presentations are focused, engaging and educationally sound.

Oversees the development, implementation and enhancement of materials for classroom and e-learning training. Collaborate with key stakeholders across various divisions within HFD and other departments in the Healthy and Safe Communities division to ensure that programs are relevant and reflect their needs, requirements and mandate.

Maintains professional currency so that the Chief Training Officer remains current with new legislation and regulations, personal development is valued and undertaken, departmental fire safety standards are met, and professional competence is maintained.

Implements a program to evaluate learner application of skills and knowledge through observation, skill drills, and testing results, as required through applicable standards.

Ensures mechanisms are in place for accurate record keeping and review data entry for all training sessions.

Provides leadership, support and coaching of Division members. Builds an effective team-oriented Division so that high performance and morale levels are established and maintained. Ensures HFD policies and procedures are followed and Division personnel model a professional image.

Facilitates teamwork, and a harmonious, respectful and safe work environment through effective leadership oversight, direction and communicates with all staff.

Provides leadership, oversight and direction to Training Division staff by prioritizing activities, distributing workload, providing direction to staff, and maintaining personnel records so that established performance objectives are met, and work is completed according to schedule.

Ensures Training Division is staffed and functioning properly in the absence of the Chief Training Officer by enforcing HFD policies and procedures and by the scheduling of Training Division personnel.

Provides Training Division staff with performance evaluations, coaching and communicate honest, constructive feedback with solutions to achieve performance deliverables. Provides opportunities for staff to discuss professional development opportunities.

Provides leadership, oversight and direction as it relates to attendance, scheduling and use of requested time, preparing proper documentation and reporting for payroll purposes.

Identifies/reports all Training Division related employee relations issues to the designated Assistant Deputy Chief and ensures the maintaining proper supporting documentation is prepared and provided.

Participates in the selection of new Training Division staff where applicable.

Supervises Training Division operations by ensuring obligations under the Occupational Health and Safety Act are met, in addition to HFD and City of Hamilton policies and procedures so that personnel receive sufficient support and direction to effectively perform their duties.

Provides input and recommendations on changes to/or the development of, Departmental policy, procedures and guidelines.

Implements all policies and procedures detailed by the Fire Chief or the City of Hamilton.

Provides leadership, oversight/direction of Training Division administrative duties including but not limited to: requisitioning training equipment, replacement parts and supplies, Training Officer PPE reviewing, preparing and submitting reports, maintaining/retaining all records pertinent to the Training Division and HFD.

Performs administrative duties by completing standard forms and reports, maintaining records, establishing and monitoring files, and chairing and participating in department meetings so that the Training Division is run in accordance with department regulations, policies and procedures.

Assesses the status and maintenance and servicing of all training equipment including mobile, personal, communication and fixed site training equipment by conducting and documenting regularly scheduled inspections, monitoring the testing and repairs to the training equipment and props, and recommending replacement or purchase of new equipment.

Ensures that ongoing research and evaluation of HFD procedures, techniques and equipment is conducted by the Training Division so that techniques and procedures reflect changing/current technology.

Participates in the development of an annual budget and monitors the annual budget to meet the Division's approved annual objectives.

Conducts various training sessions as required.

Acts as Respiratory Protection Program Administrator by ensuring effective training is provided for the respiratory protection program. This includes fit testing protocols, training requirements, the selection, use and care of respirators to protect respirator users from any known or potential respiratory hazards in accordance with Canadian Standards Association (CSA) Standard Z94-4.

Acts as the Registered Signing Authority for HFD at the Ministry of Transportation (MTO) to ensure driver sign-offs are approved by the Ministry.

Performs public relations by providing public assistance, making presentations, participating in special activities, performing demonstrations while projecting a professional image in order to enhance the public's perception of firefighters, personnel and HFD; keeping in mind the primary goal of educating the public in fire safety.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Post-secondary school graduation in fire technology, business administration or adult education is preferred. Graduate of Ontario Fire College would be considered an asset. A minimum of two (2) years as an Officer or Training Officer is required.
2. Must have demonstrated knowledge of the principles of adult education, techniques of instruction and new technologies in firefighting, fire prevention and equipment.
3. Must have demonstrated supervisory skills; strong interpersonal skills including the ability to establish effective working relationships with staff and provide quality customer service; excellent planning skills with effective leadership and coaching capabilities.
4. Must have substantial experience and/or knowledge of firefighting and all current additional emergency response types. Must be competent in the use of all equipment and techniques utilized at emergency responses.
5. Must be a strong communicator, both verbal and in writing. Must have a continuous improvement mind-set with highly developed analytical, time management and organizational skills.
6. Extensive background in fire technology and administration, which should be achieved through a progressive career path in fire service and previous progressive experience in managing and directing staff. Must have strong administrative skills to produce timely, accurate, clear and concise reports.

7. Designation as a NFPA 1041 Fire Instructor Level II, as recognized by the Office of the Fire Marshal and Emergency Management (OFMEM) preferred.
8. Willingness to take job related courses in the development and maintenance of professional currency and competency as well as in pursuing and acquiring the skills necessary for career advancement.
9. Thorough knowledge of Federal and Provincial Acts, Regulations and Standards such as the Fire Protection and Prevention Act (FPPA), the Fire Code, the Occupational Health and Safety Act (OHSA), NFPA, the Red Cross, Bill C – 45 (Amendments to The Criminal Code Affecting the Criminal Liability of Organizations) etc. relating to the activities of the Fire Department; the principles and practices involved in training personnel.
10. Knowledge of budget process and budget control.
11. Experience in a computerized environment with proficiency in Microsoft Office including Word, Excel, and PowerPoint.
12. Must possess a valid Class DZ Ontario Driver's Licence.

THIS POSITION REQUIRES A VALID ONTARIO CLASS DZ DRIVER'S 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.
