

TITLE:	FIRE CHIEF / MANAGER OF PROTECTIVE SERVICES
DEPARTMENT:	PROTECTIVE SERVICES
DIVISION:	CORE SERVICES
CATEGORY:	EXEMPT
BAND:	BAND 5

GENERAL ACCOUNTABILITY

Reporting to the Chief Administrative Officer (CAO), the Fire Chief/Manager of Protective Services ensures the delivery of quality fire protection, rescue, prevention and inspection services for the Town of Ladysmith and area. The Fire Chief/Manager of Protective Services ensures that all protective service activities are aligned with the corporate and departmental vision, goals and objectives as well the Town's culture and values. This role requires a broad combination of strategic leadership along with the management of the deputy fire chief of training and operations, bylaw enforcement staff, paid-on-call fire fighters and active involvement in the day-to-day operations of the department. The Fire Chief/Manager of Protective Services manages the monitoring and enforcement of bylaws and oversees the Town's community safety program and the emergency response plans.

JOB CONTEXT

The work requires close liaison with the exempt management team, officials of public safety and emergency response agencies, and the general public regarding strategic and operational aspects of fire and rescue operations and fire prevention. Functions and duties are completed in both an office environment and within the field when providing active response to fires and other emergency incidents, including first response medical emergencies.

SPECIFIC ACCOUNTABILITIES**Client Service**

- Partner with management and staff on protective services projects to support strategic and operational initiatives.
- Provide timely, effective, and consistent advice to exempt management and staff on a range of protective service matters.
- Provide guidance to exempt management and staff on industry protocol, Town protocol and protective service best practices, and ensure work is completed in conformance with Town standards and policies.
- Work closely with the CAO to determine overall protective service priorities.
- Evaluate and report on key performance indicators for the protective services department.
- Prepares and presents reports, recommendations, performance metrics and strategic information to the CAO and Council.
- Prepare a range of written materials including reports and recommendations to Council.
- Ensure the CAO and Council (as necessary) are apprised of all matters imposing considerable impact to community safety in a timely manner.
- Keep current with emerging technologies and trends and ensure work is performed in accordance with current best practices.
- Advise and make recommendations to the CAO on all matters relating to fire fighting and fire prevention in accordance with Provincial legislation, Worksafe BC, OHS regulations, and Town of Ladysmith bylaws and policies.

Operations Management

- Direct the day-to-day operations of all protective services in accordance with Town protocol, standards and policies.
- Prepare and maintain operational guidelines in accordance with the Fire Safety Act, BC Fire Code Regulations, and the bylaws and policies of the Town of Ladysmith.
- Ensure that records are maintained regarding bylaw infractions, incidents of fire, injuries, and loss of property.
- Respond to fires and other emergency incidents, including first response to medical emergencies, and direct activities as necessary.
- Ensure all firefighters follow pertinent Operational Guidelines.
- Work directly with the Communications and Engagement Specialist to ensure that press releases and general statements are released for public information across varying mediums.
- Provide functional expertise to the organization as well as strategic and administrative leadership within the protective services department.
- Play an integral role in the management, planning and coordination of all protective services operations and projects.
- Review and approve work and ensure quality standards are met.
- Lead the development and implementation of protective services policies and procedures to ensure consistent application throughout the Town of Ladysmith.

Fire Prevention

- Oversee fire prevention activities conducted by staff and volunteers of Ladysmith Fire & Rescue, including:
 - Enforcing the BC Fire Safety Act, BC Fire Code and regulations, and the Town of Ladysmith's bylaws and fire standards.
 - Inspection of places of business and public buildings to ensure compliance with the BC Fire Safety Act and the BC Fire Code and its regulations.
 - Preparing and documenting property pre-plans to allow safe emergency operations.
 - Developing and administering fire defense plans for the Town of Ladysmith by conducting continuing analysis of fire risks and identifying means of preventing fire and mitigating the loss when fire occurs.
 - Preparing, implementing, and supporting public education programs to promote fire safety, prevention and awareness in the community.

Resource Management

- Prepare and manage short and long range strategic and financial plans ensuring the effective and efficient expenditure of allocated funds regarding Town protective services.
- Prepare for CAO approval and manage the protective service operating budgets; monitoring and analyzing all protective service costs in comparison with specific general ledger allocations.
- Monitor expenditures within the budget parameters as established by the Town of Ladysmith and report on material variances.
- Forecast funding needs for acquisition and replacement of capital equipment and schedule major expenditures in the annual budget and long term plan ensuring for appropriate contingencies.
- Pursue cost effective and sustainable practices where possible, conserving resources while ensuring the reliability of protective services.
- Develop and maintain an acquisition and preventative maintenance plan to ensure that fire equipment and apparatus is acquired, monitored and maintained in good working order.
- Ensure fire equipment and apparatus is regularly inspected and maintained.
- Ensure that required servicing for apparatus is performed in a timely manner to ensure emergency readiness.
- Maintain records and documentation to support mandatory certifications of equipment and apparatus.
- Make recommendation on the replacement and/or repair of equipment and apparatus.

- In collaboration with the manager of facility operations, ensure that Ladysmith Fire & Rescue buildings are kept in good repair and condition.
- Report to the CAO on the status of capital assets.

Relationship Management

- Foster and maintain collaborative partnerships and positive, solution-oriented working relationships with management, staff, various external partners and the public to ensure timely services are provided supporting the Town's protective service standards.
- Work with the District of North Cowichan, the Cowichan Valley Regional District and Emergency Social Services (ESS) in the event of a disaster, coordinate assistance with all required outside agencies.
- Coordinate with other relevant agencies with respect to the operational duties outlined in this document. Agencies include but are not limited to: Office of Fire Commissioner, BC Wildfire Service, BC Fire Chief's Association, BC Training Officers' Association, Fire Prevention Officers of BC, BC Emergency Health Services (BC Ambulance Service), Search and Rescue, Canadian Association of Fire Chiefs, Ladysmith Volunteer Fire and Rescue society.

People Management

- Ensure a positive, diverse and inclusive work environment.
- Recruits, orients, supervises, directs, coaches, mentors, trains, and develops staff, fostering a high-performing culture focused on continuous learning, professional growth, and service excellence.
- Ensure safe work procedures are integrated in the work routines of staff engaged in provision of Town protective services.
- Prepare written safe work and emergency procedures and evaluate work prior to commencing to assess safety and logistics.
- Ensure staff adherence to Town bylaws, policies, and the collective agreement.
- Lead, coach and mentor staff recognizing the importance of leadership and technical training.
- Develop and sustain a flexible workforce and encourage staff to pursue opportunities that complement their skills and experience.
- Address people management issues within the protective services department in a timely manner while ensuring compliance with Town of Ladysmith policies and practices.
- Ensure that full and accurate records relating to operational staff and training are maintained.

Strategic Planning Assistance

- Contribute to the development of corporate policies and strategic directions based on information from a variety of sources.
- In consultation with the CAO, promote the Town's vision to advance key priorities through monitoring and evaluating protective services progress in relation to Council strategic plans.
- Research and review new equipment or technologies and provide input and suggestions for departmental strategic planning, decision making and initiatives.

REQUIRED QUALIFICATIONS AND EXPERIENCE

To ensure success, the incumbent will hold an undergraduate degree relevant to fire service management, local government, business administration, or public administration, and a minimum of seven (7) years' progressive related experience in a unionized municipal, provincial, or similar setting, leading day-to-day operations of protective services.

In addition, NFPA 1001 Firefighter Level 2, NFPA 1021 Fire Officer Level 4, NFPA 1031 Fire Inspector 1, NFPA 1033 Fire Investigator 1, NFPA 1041 Fire Service Instructor 2, Wildland Firefighting, ICS 300, and First Responder License is required.

Comparable combinations of education and experience may be considered. Response area residence, an ability to work varied hours, and a valid B.C. Class 3 Drivers License is required.

REQUIRED COMPETENCIES

Presenting and Communicating Information

Demonstrates an ability to communicate effectively in a wide variety of methods and situations applying diplomacy and interpersonal skill to successfully complete positional duties, and establish and maintain productive relationships.

Client Focus

The ability to demonstrate a high level of focus on internal and external client service delivery, setting priorities based on client needs and continuously seeking ways to meet and exceed client expectations.

Teamwork, Collaboration, and Partnering

Demonstrates the ability to work cooperatively within a team, and with individuals throughout the organization, to achieve optimal results. Seeks improvement in business outcomes by actively seeking and forming strategic partnerships with individuals, groups and organizations both within and outside the organization.

Knowledge and Expertise

The ability to make use of the skills, knowledge, and professional proficiencies required by the position, and the use of this expertise to serve the objectives of both the department and Town as a whole.

Cultivates Strong Relationships

Building strong and trusting relationships and bringing a taxpayer-centric mindset and focus to all elements of the organization.

Organizational Awareness

Demonstrates understanding of the organization – including politics, plans, policies, systems and structure – and uses this knowledge to improve both personal and team effectiveness.

Conflict Management

Demonstrates an ability to intervene effectively in conflict situations, focusing on common objectives and maintaining productive relationships by understanding the underlying interests of others.

Attention to Detail

Demonstrates attention to accuracy, completeness and timeliness in tasks, approaching work in a disciplined and orderly fashion.

Results Oriented

Demonstrates a consistent focus on achieving results despite challenges or obstacles; demonstrating a concern for doing a good job and achieving or surpassing standards of excellence.

Planning and Goal Setting

Regularly reviews personnel priorities and plans, adjusting goals as departmental and overall organizational goals change.

Flexibility and Adaptability

Demonstrates an ability to adapt and thrive in an atmosphere of changing priorities and circumstances.

Coaching and Developing Others

Demonstrates desire and ability to help others develop by accurately assessing employee's interests, needs and capabilities then coaching or supporting that individual as necessary.

Valuing Diversity The ability to promote a workplace where diversity is welcomed, valued, and expressed in practice.