



Class No.:	Administration
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## DIRECTOR, OFFICE OF SAFETY & EMERGENCY SERVICES

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### **NATURE AND SCOPE OF WORK**

The Director, Office of Safety & Emergency Services is responsible for providing administrative oversight and leadership of the Office of Safety & Emergency Services. Under the oversight of the Associate Vice President Campus Planning & Facilities Services, this position is responsible for providing leadership, vision and planning for the management, co-ordination, support, and effective delivery of safety & emergency services for the University.

The Director, Office of Safety & Emergency Services is to develop, lead and manage a wide array of resiliency functions with specific responsibility for Security, Emergency Preparedness and Response, Business Continuity, Health & Safety, Environment and Regulatory Compliance.

This position has a strategic focus that requires a highly developed acumen for inter-personal communication, understanding of organizational behavior at a strategic-level and a proven record for project completion working with multiple stakeholders.

The Director, Office of Safety & Emergency Services leads a team of internal staff, provides oversight to external contracted service providers, and liaises with relevant external stakeholders including the District & City.

This position reports to the Associate Vice President Campus Planning & Facilities Services. Reporting directly to the Director, Office of Safety & Emergency Services are the Manager, Safety & Emergency Management, and the Manager, Security and the Environmental Health & Safety Advisor(s).

### **ILLUSTRATIVE EXAMPLES OF DUTIES**

#### **Planning and Strategy**

- Accountable to ensure the development and implementation of occupational health and safety, emergency preparedness, security, and environmental programs to ensure compliance with regulatory and legislative requirements.
- Ensure regulatory requirements are met for areas of responsibility.

- Establish key performance indicators.
- Plan and develop protocols, and complete regular reviews with a focus on ensuring that risks are mitigated.
- Enhance operational procedures, systems, and principles in the areas of information flow and management, business processes, enhanced management reporting and look for opportunities to expand quality systems thinking.
- Ensure that the relevant plans within area of responsibility are kept current and that appropriate training is conducted.

### Safety Services

- Ensure the development and updating of written policies and procedures relative to area of responsibility such as first aid, fire management, emergency planning, security standard operating procedures, workplace hazardous materials information system (WHMIS), confined space entry, etc.
- Ensures the development, implementation, and maintenance of the fire management plan for all campuses and locations to ensure compliance with WorkSafeBC and Technical Safety BC regulations and the Fire Code, including training of fire wardens and appropriate response of staff and students.
- Acts as Chief Fire Warden in the university fire management plan.
- Acts as a resource to the University to provide best practices, tools, templates, and other resources to prepare proactive emergency and business continuity plans as well as health and safety education and training for faculty and staff (such as laboratory safety, lockout procedures, spill clean-up, etc.). Ensures departmental plans harmonize with the overall University plan.
- Plans, coordinates, and conducts various readiness exercises from tabletop to complex full-scale exercises.
- Responsible for the design, maintenance, operation, and emergency response readiness of the Emergency Operations Centre (EOC)
- Participates in and ensures that the Joint Occupational Health and Safety Committee perform WorkSafeBC self-inspections, safety compliance audits and job observations with the intent to coach, mentor and correct unsafe behaviours. This position is responsible to ensure the Committee functions as per WorkSafeBC requirements.
- Conducts and oversees the investigations of serious incidents or accidents on campus, including implementation of recommendations to prevent incidents of similar nature occurring again. Coordinates ergonomic assessments of workplace through consultation with Human Resources.
- Ensures the regular preparation of reports and statistics for area of responsibility including safety concerns, time loss injuries, environmental, security and first aid incident reporting.
- Ensure regular audits of security systems such as cameras are completed and in compliance with university and privacy requirements.
- Ensure the development of strategies to protect people on campus including adequate Emergency response processes in all forms of emergency that may occur.
- Ensure regular compliance audits of operational safety, security, environmental and emergency practices are conducted.

- Ensure that there is adequate communication with local authorities (e.g., District of North Vancouver Utilities, Engineering and Fire Departments) on compliance issues and matters concerning emergency planning.
- The Director will liaise with peace officers and regulators, including but not limited to WorkSafeBC, Emergency Management BC, RCMP, Technical Safety BC, Ministry of Environment, and the Department of Fisheries and Oceans to ensure that Management Systems and Standard Operating Procedures meet regulatory requirements.

### **People Management**

- Manage direct reports: the Manager, Safety & Emergency Management, the Manager, Campus Security, and the Environmental Health & Safety Advisors.
- Manage and provide leadership to Office of Safety & Emergency Services personnel by coaching, guiding, and modeling key behaviors/strategies, encouraging dialogue, and providing guidance and advice to facilitate resolutions to work issues.
- Mentor Managers on how to best lead their teams by defining shared and individual goals, meeting target dates and ensuring alignment of team goals.
- Ensure staff receive appropriate safety and other training to effectively carry out their responsibilities.
- Develop a team structure that fosters an approach of collaboration and collective problem solving to assure the best possible customer service outcomes and models.
- Ensure scheduling of the workload is efficient and economical while meeting University requirements including consulting with staff to plan, evaluate and prioritize issues and workloads.
- In consultation with Human Resources, support Managers in administering the collective agreement in relation to staff, including hiring, discipline as applicable, authorizing overtime, leaves, and other similar requests and representing management, where required, in the grievance process.
- Attract and retain staff by developing and implementing recruitment and selection strategies, providing training to staff, and ensuring a stimulating work environment. Monitor and assess performance and employ engagement strategies such as coaching and mentoring as appropriate to enhance performance.

### **General Administration**

- Participate with the other Directors and the Associate Vice President Campus Planning & Development & Facilities Services in the planning, visioning, general management for the Facilities department including budgets, planning, systems, and operations.
- Develop and implement strategic and operational plans and budgets, for areas of responsibility and participate in the preparation of the Department's strategic and operational plan.
- Develop and administer the budget for area of responsibility.
- Ensure the development and administration of services contracts (i.e., security) ensuring service standards are based on industry standards, have measurable guidelines, are within budgetary resources and that the quality and performance standards are met.

- Oversees the work of external consultants to develop and support specialty training, or other professional services as required.
- Ensure the development and maintenance of a records management system for areas of responsibility and ensure that proper records and documents are prepared, completed and retrievable for future reference.
- Participate in developing, establishing, and administering departmental policies and procedures.
- Represent the Department and/or the University on various committees on behalf of the Associate Vice President.
- Build and maintain collaborative relationships with internal and external stakeholders and peers within the University, post-secondary institutions, municipalities, federal and provincial agencies, and non-government organizations to maintain awareness of trends, best practices, etc. within area of responsibility and to ensure strong relationships are in place in case of a situation that requires a coordinated response from both internal and external sources.
- Continuously seek to stay current and aware of emerging areas in the field by monitoring relevant publications, attending seminars, and training sessions, maintaining professional certification(s), and participating in conferences and professional organizations.
- Assume the duties of other management positions in the Facilities Services & Campus Planning department as and when required.
- Assume other related duties as assigned by the Associate Vice President, Facilities Services and Campus Planning.

### **REQUIRED KNOWLEDGE, ABILITIES AND SKILLS**

- Demonstrated ability to organize and lead the work of a service-oriented team; plan, schedule, direct, coach, supervise, and evaluate the work of employees.
- Takes responsibility for own work. Feels personally committed and accountable to deliver results quickly, accurately, and effectively. Uses thoughtful judgment when responding to situations that are not going well and uses foresight to overcome obstacles.
- Knowledge of management systems and standards implementation, audit, improvement, such as but not limited to ISO, CSA, NFPA, etc. where the processes align with accepted industry standards.
- Knowledge of regulatory requirements and how they are applied to post-secondary environments, including but not limited to the laws and regulations of BC in the areas of public safety, environment, emergency management and occupational safety.
- Proven experience in developing and improving processes, documentation management and producing comprehensive plans and reports as well as manuals and checklists.
- Exceptional interpersonal, communications and conflict resolution skills with the ability to relate to a diverse range of people including the ability to relay complex and technical information in a clear and easily understood manner.

- Demonstrated ability to establish and maintain effective working relationships with senior management, faculty, staff, students, government agencies, accreditation bodies, and members of the public.
- Politically sensitive and able to work effectively and collaboratively with all levels of individuals within the University.
- Demonstrated knowledge of the budgeting process and ability to manage project and portfolio budgets in a forecasted budget.
- Ability to anticipate multiple scenarios and look ahead.
- Strategic thinker with demonstrable ability to grasp and analyze complex problems and develop innovative and practical solutions which are effective.
- Ability to remain calm and focused under pressure and provide exemplary leadership and direction during times of emergency sometimes outside of normal working hours.
- Extensive knowledge of emergency preparedness programming, Occupational Health & Safety requirements, and Security protocols.
- Proven experience leading and conducting training courses, seminars, etc.
- Experience and knowledge of provincial and local legislations and regulations related to the role.
- Ability to express views, ideas, and facts effectively and succinctly both orally and in preparing detailed and succinct written reports.
- Ability to work effectively under pressure with changing priorities and to meet deadlines and organizational requirements effectively.
- Excellent problem solving, analytical reasoning, and conflict resolution skills.
- Ability to effectively use technology, including Microsoft Office Suite, especially Word, Excel, and Visio.

### **REQUIRED TRAINING AND EXPERIENCE**

- Completion of a University Degree preferably at a Master's level in a discipline related to occupational health and safety, or emergency management or the equivalent in experience and/or certification.
- Seven or more years of recent related experience in progressively more complex and senior management/leadership roles with responsibility for one or more directly applicable areas.
- Experience within a public sector union environment and within a post-secondary environment is preferred.
- Completion of an emergency management certification including business continuity, health and safety accreditation or working toward an accreditation preferred (CRSP).

### **REQUIRED CERTIFICATES, LICENCES AND REGISTRATIONS**

- Holds and continually maintains a valid class 5 British Columbia driver's license.

### **OTHER REQUIREMENTS**

- Candidates selected will be subject to a security clearance and must meet all eligibility requirements for access to classified information.