



ALBERNI-CLAYOQUOT REGIONAL DISTRICT Job Description

Job Title	Protective Services Manager
Department	Protective Services, Emergency, ESS,
Classification	Manager (Exempt)
Status	Full-Time
Effective Date	July 2026

POSITION SUMMARY:

Reporting to the GM of Fire and Emergency Services (GMES), the Protective Services Manager (PSM) is the key manager responsible for evaluating, planning and leading the Emergency Programs in the Alberni-Clayoquot Regional District. The incumbent must have knowledge of emergency services legislation and practices and be adept at developing a rapport with and garnering the respect of numerous diverse people.

DUTIES AND RESPONSIBILITIES:

Emergency Programs

- This position is the key manager for matters of emergency preparedness, response and recovery in the Alberni-Clayoquot Regional District and will be readily available as necessary to perform designated functions during emergencies.
- Supervises and provides leadership support to the Protective Services Coordinator and the FireSmart Coordinator.
- Provides support and leadership to the emergency program volunteers.
- Directly or through contract or other resources, ensures that Emergency Support Services are in place in the Region.
- Enhances community preparedness and resiliency, developing and delivering community education programs, materials and events that support excellent emergency preparedness.
- Maintains emergency plans for the Alberni Valley, Electoral Area “A” (Bamfield) and “C” (Long Beach), including resource databases, offices, facilities, materials and equipment of the Emergency Operations Centre (EOC).
- Represents the Alberni-Clayoquot Regional District on various committees and working groups.
- Lead role in developing and supporting the emergency program committees, including scheduling meetings, developing agendas etc.
- Advises appropriate Committees, CAO, managers, elected officials and staff on various aspects of emergency preparedness, planning, response and recovery.
- Coordinates and leads in the development, management and ongoing review of Emergency Plans and related ACRD policies and bylaws.
- Provides leadership and assists in arranging, coordinating, and promoting emergency

preparedness within the ACRD.

- Identifies and develops appropriate emergency preparedness training and exercise requirements and arranges appropriate training/exercises to develop and maintain the EOC staff team.
- Works with community groups in the region to inform them of the Emergency Plan and Program.
- Develops, delivers and coordinates community education programs, materials and events that support excellent emergency preparedness
- Liaises with other emergency preparedness officials including: Treaty and non-Treaty First Nations, west coast communities of the ACRD, member jurisdictions of the Mid Island Emergency Coordinators and the provincial and federal governments.
- Acts as the direct liaison between the ACRD, first responders and various groups within the region that plan, prepare and respond to emergency events. (e.g. Search and Rescue, Emergency Telecommunication Partners, Island Health, BC Ambulance, Emergency Support Services and Contractors).
- Plays an integral role in the Emergency Operations Centre prior, during and after activation.

General

- Maintains an in-depth knowledge of regulations applicable to protective services including emergency planning and preparedness.
- Prepares annual budgets and long-range business plans, with supporting goals and objectives.
- Prepares reports and studies and presents to the Board of Directors, and Board Committees as directed.
- Works with appropriate staff to undertake capital and operating procurements in compliance with legislation, best practices and ACRD policies.
- Prioritizes conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.
- Establish and maintain a positive and effective working relationship with staff, elected officials, federal and provincial agencies, member municipalities, operational personnel and the community as a whole.
- Proactively identifies and pursues grant programs that will support and advance the objectives of the ACRD protective services.
- Adheres to ACRD policies, procedures and objectives.

KNOWLEDGE, SKILLS, ABILITIES & EXPERIENCE

- Ability to multi-task in a high profile and fast-paced environment.
- Demonstrated strong oral, presentation and written skills, including excellent knowledge of business grammar, spelling, and English composition.
- General knowledge of the organization of the ACRD as a whole and the specific functions of the various local government departments and key staff.
- Good knowledge of municipal/public sector organizational structure and other government protocol, and of the rules and regulations governing departmental

operations in a local government.

- Knowledge of current issues in local government.
- Working knowledge of fire services.
- Thorough knowledge of the BC Emergency Management system and the incident command system, and the roles and responsibilities of the local authority under the Emergency Program Act.
- Familiarity with local government legislation and applicable legal principles as well as statutes and regulations related to the role.
- Ability to collect, analyze and interpret statistical and narrative data and to prepare clear and concise studies, reports and correspondence.
- Ability to prepare recommendations regarding policy and implementation strategies.
- Ability to establish and maintain effective working relationships with a variety of internal and external contacts and to represent the ACRD on a variety of committees, task forces and workshops.
- Ability to work varied hours as necessary to meet the requirements of the position, including participating in an on-call rotational schedule
- Excellent organizational, time management and prioritizing skills.
- All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health and Safety (OHS) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.
- Contributes in maintaining a respectful, safe and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity and fairness.
- Team leader/project manager experience in developing and delivering comprehensive training packages, including evaluation mechanisms.
- Able to effectively and responsibly fill a number of leadership roles in the time of emergency and in the EOC.
- Strong interpersonal and leadership skills with the ability to organize personnel and provide leadership in the achievement of goals and objectives.
- Ability to work independently, prioritize the workload and accomplish the tasks within a reasonable time.
- Ability to read and understand maps and related materials necessary to perform requirements of the position.
- Demonstrated administrative skills in Microsoft Outlook, Word, and Excel, including the ability to effectively utilize and research on the internet.
- Ability to respond to emergencies as needed and immediately, and to work various shifts to meet operational requirements, including weekends and evenings as necessary. Must be able to work long hours under demanding conditions, during emergency situations.
- Strong conflict resolution and facilitation skills. Critical Incident Stress Debriefing training would be an asset.

EDUCATION, TRAINING, CERTIFICATION & LICENCES

- Undergraduate degree or diploma from a recognized post-secondary institution in a related field, supplemented by courses in emergency preparedness including risk assessment and planning, and emergency management.
- A minimum of 3 years directly related experience. Experience serving as an emergency management professional, preferably with experience in a local government setting is strongly preferred.
- Valid Class 5 B.C. Driver's License (copy of drivers abstract periodically required)