



CITY OF COLWOOD

JOB DESCRIPTION

TITLE: EMERGENCY PROGRAM OFFICER
DEPARTMENT: EMERGENCY PROGRAM
POSITION TYPE: EXEMPT
PAY RANGE: GRP3 2026; Min: \$98,653.26 – Mid: \$116,062.65 – Max: \$133,472.05
LAST UPDATED: JULY 2026

NATURE AND SCOPE OF WORK

Reporting to the Chief Administrative Officer, the Emergency Program Officer is responsible for the overall development, leadership, management, coordination, and administration of the City of Colwood's Emergency Program. The position ensures the development, implementation, and continuous improvement of emergency management strategies, plans, and operations across the mitigation, preparedness, response, and recovery phases, and makes recommendations and implements adopted changes on behalf of the City, to ensure compliance with provincial legislation and Council priorities.

The Emergency Program Officer provides direct oversight of emergency planning, Emergency Operations Centre (EOC) readiness and activations, manages the Emergency Support Services (ESS) volunteers and public education programs, leads inter-agency coordination, and emergency management funding initiatives, including the FireSmart program. The role is accountable for advancing community resilience and organizational readiness and requires availability outside regular working hours during emergencies and other activities related to emergency preparedness.

Additionally, as a leader within the City of Colwood team and workplace community, the Emergency Program Officer models, promotes and ensures adherence to all workplace policies and work procedures, including but not limited to demonstrating personal leadership and commitment to ethical and respectful conduct and contributing to the physical and psychological safety of the work environment.

DUTIES AND RESPONSIBILITIES

Program Leadership & Governance

- Develops, implements, and maintains the City's Emergency Program across all phases, including mitigation, preparedness, response, and recovery.
- Establishes and maintains policies, procedures, and guidelines to support the effective delivery and continuous improvement of the Emergency Program.
- Leads the development, review, and maintenance of the City's Emergency Management Plan, and functional documentation of hazard-specific plans such as evacuation, Emergency Operations Centre (EOC), Emergency Support Services (ESS), communications, and recovery.

Planning & Risk Management

- Conducts or oversees hazard, risk, and vulnerability assessments to inform emergency planning and mitigation priorities.
- Proactively monitors conditions and engages in hazard awareness initiatives and information sessions with relevant government and regulatory agencies to anticipate potential emergency situations.

Operations & Emergency Response

- Assumes a leadership role during Emergency Operations Centre (EOC) activations, fulfills leadership roles during all phases of emergency events, and supports Departmental Operations Centres (DOC) as required.
- Manages the City's Emergency Support Services (ESS), including the recruitment, training, and direction of ESS staff and volunteers, and liaises with provincial and community partners during activations. Functions in the role of Emergency Support Services Director (ESSD), unless otherwise assigned or exercised under the direction of a designated alternate.
- Manages the City's Emergency Radio Communication Group, including the recruitment, training, and direction Emergency Radio volunteers, and liaises with provincial and community partners during activations.
- Coordinates post-incident debriefs, after-action reviews, and continuous improvement activities following emergencies and exercises.
- Responsible for ensuring all regulatory post incident reporting is completed and submitted within the required timeframe.

People Leadership & Capacity Building

- Manages all emergency program volunteers or staff by providing leadership, direction, and oversight in hiring, performance management, evaluation, and training, ensuring the delivery of high-quality administrative and operational support.
- Plans, delivers, and evaluates emergency management training, exercises, and simulations, and supports the development and maintenance of staff and volunteer qualifications and organizational capacity to fulfill critical emergency management roles.

Communications & Public Engagement

- Acts as or supports the role of spokesperson for the Emergency Management Program, including during emergency events, contributing to the delivery of accurate and timely public information, media communications, and public education initiatives in coordination with the City's communications function.
- Develops and delivers public education and outreach initiatives to enhance community preparedness and resilience.

Partnerships & Regional Coordination

- Establishes and maintains emergency management partnerships and agreements with neighbouring municipalities, First Nations, provincial agencies, utility providers, non-profit organizations, and other stakeholders.

- Leads coordination and collaboration with neighbouring West Shore emergency program partners to promote regional consistency, integration, and alignment of emergency management plans, programs, and service delivery.
- Represents the City in regional emergency management committees and collaborative forums (e.g., REMP, LGPAC, RECAC), contributing to coordination, information sharing, and the advancement of regional emergency management initiatives.

Financial & Program Oversight

- Prepares and manages the Emergency Management Program budget, including operating and capital expenditures, and oversees related funding and grant programs.
- Provides oversight and management of the City's FireSmart program, including supervision of assigned staff, program planning and delivery, coordination of mitigation and public education initiatives, and administration of related budgets and external funding.

Administration & Reporting

- Maintains emergency management records, contact lists, and resource inventories.
- Prepares reports and provides recommendations to senior management and Council on emergency management initiatives, priorities, and resource requirements.
- Performs other related duties.

MINIMUM TRAINING AND EXPERIENCE REQUIRED*

- Post-secondary degree in Emergency Management, Public Administration, Fire Services, or a related discipline, or an equivalent combination of education and experience.
- Minimum of seven (7) years of progressively responsible experience in emergency management, public safety, or a related field deemed to be a transferable skill/experience area, including leadership experience.
- Training in Incident Command System (ICS) and Emergency Operations Centre (EOC) operations (e.g., ICS 300, EOC Essentials), or the ability to obtain and maintain such training.
- Satisfactory Police Information Check for the vulnerable sector.
- Valid British Columbia Class 5 Driver's License with an acceptable driver's abstract.
- Ability to work outside regular business hours, including during emergency activations and response efforts.

**an equivalent combination of relevant education and relevant experience may be considered.*

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of emergency management principles, practices, and legislation applicable in British Columbia.
- Sound understanding of municipal government structure, processes, and bylaws related to emergency management.
- Demonstrated ability to lead and coordinate multi-agency emergency response and recovery efforts.
- Strong leadership and interpersonal skills, with the ability to build and maintain effective working relationships with internal and external stakeholders, including government agencies, First Nations, and community partners.

- Excellent written and verbal communication skills, including the ability to prepare reports, deliver presentations, and communicate effectively with diverse audiences.
- Strong organizational, analytical, and project management skills, with the ability to manage multiple priorities and coordinate complex initiatives.
- Proven problem-solving and decision-making abilities, including the capacity to remain calm and effective in high-pressure and rapidly evolving situations.
- Ability to lead and support training, exercises, and capacity-building initiatives for staff and volunteers.
- Demonstrated emotional intelligence, sound judgment, and the ability to foster collaboration, manage conflict, and contribute positively to team environments.
- Knowledge of emergency management systems, communication tools, and information management platforms used to support emergency operations.
- Commitment to continuous improvement, professional development, and excellence in public service.

COMPETENCIES:

- Strategic Agility: Anticipates future needs, opportunities, and consequences. Uses a proactive approach to take action and achieve desired outcomes.
- Innovation: Strives for innovation in the workplace. Champions new ideas and creative solutions.
- Change Management: Actively promotes appropriate change as a necessary business function. Leads people through transition and change.
- Collaboration: Uses a consultative approach to initiate and foster a spirit of cooperation to achieve corporate goals.
- Customer Focus: Provides excellent service to both internal and external customers.
- Safety Focus: Remains mindful of physical and psychological safety at all times and plans, assigns, supervises, and performs work in a way that minimizes risk of injury to self and others and models sound occupational health and safety practices.
- Personal Insight and Rapport: Demonstrates Colwood's values, awareness of strengths and weaknesses, seeks feedback, fulfills commitments, demonstrates courage to do what is right.
- Supporting Employees: Empowers employees to contribute to organizational success. Models and encourages compassion, empathy, integrity, and strength of character.

WORKING CONDITIONS

- Work is conducted primarily within an office environment however periodic visits to other work sites or meeting sites in the region, including outdoor field sites, is required.
- This position may work variable and/or flexible hours outside of regular business hours and/or overtime as required, including in emergency situations.