



Flagstaff Regional Emergency Services Society



Opportunity Profile

Regional Fire Services Manager

www.HumanEdgeGlobal.com



About the Flagstaff Regional Emergency Services Society

The Flagstaff Region has long recognized the benefits of collaboration in emergency service provision and have a history of working collaboratively in the area of emergency services. In 2005, an Emergency Services Committee (ESC) was established amongst the municipalities as an advisory committee supporting the delivery of emergency services in the Flagstaff Region. Currently, the ESC is sponsoring the development of a regional fire service business and implementation plan that evaluates all previous planning and research completed as well as additional considerations to support the process of establishing a regional fire service.

The Flagstaff Region consists of nine municipalities: Flagstaff County, including the Hamlets of Strome and Galahad; the Towns of Hardisty, Sedgewick, Killam and Daysland; and the Villages of Forestburg, Alliance, Lougheed and Heisler. The eight towns and villages each operate a volunteer fire service and Flagstaff County operates two other volunteer fire services within the two hamlets. These departments collectively provide wildland fire suppression, exterior and coordinated interior structural fire suppression, medical first response, motor vehicle collision response, hazardous materials first response, ice rescue and water rescue services to the region.

Historically, the region has coordinated the regional provision of fire services through fire service agreements between the County and the urban municipalities within it. These fire service agreements are currently set to expire in June 2021. The municipalities in the region see an opportunity to establish a regional fire service that encompasses all fire services in the Flagstaff area under one governance and administrative structure prior to the expiration of these agreements.

In 2018 **Flagstaff Regional Emergency Services Society Business Plan** (produced by Transitional Solutions Inc.) laid out recommendations for implementing a regional fire service through a society-based model. This led to the development of a Master Agreement which to date the draft has been endorsed by all municipalities, and following a current legal review, it is anticipated to be accepted in May 2021.

FLAGSTAFF REGION & MUNICIPALITIES

The Flagstaff Region is located east and central in the Province of Alberta and consists of the following municipalities:

Flagstaff County	Town of Sedgewick	Village of Lougheed
Town of Daysland	Village of Alliance	Hamlet of Galahad
Town of Killam	Village of Forestburg	Hamlet of Strome
Town of Hardisty	Village of Heisler	

Combined, population throughout the region is just under 9,000. Municipalities are each governed by elected officials; a Mayor / Reeve and Councillors.

Predominant industries influencing the region include agriculture (variety of crops and livestock), oil and gas



/ energy, metal fabrication, and tourism. The region and its municipalities maintain policing services (Peace Officers and RCMP), Fire Departments, Public Libraries, and several schools (elementary, junior and senior high schools). The Flagstaff Regional Airport is located between the Towns of Sedgewick and Killam. There exists a variety of medical, health and wellness facilities and services, and seniors’ care and lodgings.



The region offers a variety of recreation, sport, leisure and fitness activities and experiences including:

- | | | |
|------------------------|-------------------|--------------------------------|
| Day use camping | Rodeo grounds | Golf courses |
| Overnight RV / camping | Equestrian riding | Indoor and outdoor playgrounds |
| Hockey arenas | Fishing | Trails and tours |
| Curling rinks | Sports fields | Indoor and outdoor swimming |

The region has also hosted large indoor and outdoor concert events and street fairs.

THE OPPORTUNITY

Reporting to the Flagstaff Regional Emergency Services Society (FRESS), the **Regional Fire Services Manager** will have full oversight for the build-out, financial sustainability and overall development of the Regional Fire Services model guided by the Business Plan and Master Agreement. This individual will be integral to creating positive and productive relationships with all municipal stakeholders toward the successful implementing of the regional fire services model.

KEY CHALLENGES

While overall there is general support from each of the municipal stakeholders and fire chiefs to proceed with the implementation of the regional fire service model, there remain a number of to-be-determined and developed elements. Some of the immediate actions for the Regional Fire Services Manager include:

- Understand and respect everything that has been invested and developed for this objective.
- Networking and build relationships with key stakeholders.
- Assess and establish administrative, operational, and financial priorities.
- Assess and establish an initial or start-up structure i.e., communications and logistics processes.
- Create a 6-month implementation plan.

ROLES AND RESPONSIBILITIES

Relationships

- Build relationships with each municipality and fire station within the Regional Fire Service System including Fire Chiefs, Aid Partners, Alberta Fire Service, the Office of the Fire Commissioner and other key stakeholders.
- Liaise with provincial, municipal and industry on fire services.
- Provide advisory support to municipal and fire services leaders.

Administrative Management

- Provide administrative support to the Society and its Board.
- Develop and modify an administrative structure as the model evolves.
- Create relevant protocols and policies.
- Establish filing, record keeping and reporting structures.
- Develop an organization logo.
- Create relevant meeting and or committee structures.



Financial Management

- Create a short-term (6-month) budget.
- Pursue and apply for grant opportunities to help support the new model.
- Transition to and prepare a more long-term shared-sustainable budget.

Operations

- Short-term (6-month)
 - Create a 6-month implementation plan to build-out the structure of this new model.
 - Identify key priorities to create a sustainable trajectory for the model to grow.
- Long-term (1-3 years)
 - Assess the organization structure and human resource needs for the regional model transitioning over the long term.
 - Develop regional Standard Operating Guidelines (SOGs) and Standard Operating Procedures (SOPs) consistent with Board direction and desired fire service delivery.
 - Establish desired service level targets and key performance indicators (KPIs).
 - Monitor and evaluate established targets and processes for quality and efficiency.
 - Develop a regional training model that combines in-house and regional training opportunities.
 - Investigate application of on-line and other software technology.

- Establish and support a regional coordinated recruitment and recognition program to satisfy staffing and volunteer requirements, retention and acknowledge achievements.

Communications & Awareness

- Establish communication protocols with the Board and different stakeholders.
- Create communication and public awareness products and tools using different mediums (e.g., social media, website...).



Other Duties

- May be required and assigned by the Board.

EQUAL OPPORTUNITY

FRESS is committed to equity, diversity and inclusion and recognizes that a diverse staff benefits and enriches the work environments and is essential to organizational excellence. We welcome applications from all qualified individuals including candidates from diverse backgrounds and those with disabilities.

DESIRED KNOWLEDGE, SKILLS AND ATTRIBUTES

- Knowledge and awareness of fire and emergency services, programs and systems.
- Demonstrated leadership skills even in through times of ambiguity and difficulty.
- Respectful, collaborative, resourceful, and to some extent entrepreneurial.
- Accomplished business and project planning and management skills.
- Willingness and ability to “roll up one’s sleeves” and do what it takes to move things forward.
- Seasoned interpersonal skills along with communication skills, both written and verbal.
- Engaging and accomplished networking and relationship development skills.
- Experience working with Boards and Councils.
- Understanding of relevant federal, provincial and local legislation, acts, policy and bylaw and how they apply in a rural context.
- Strong financial planning, tracking and reporting combined with administrative management.
- Appreciation for volunteer-based organizations and operations.
- Able to deal and resolve conflict professionally.
- A self-starter with an energetic, results-oriented work style.
- Outstanding analytical and problem-solving skills, well organized and detail oriented.
- Ability to develop and monitor budgets, prepare funding applications, grants and RFPs.
- Ability to work independently within a consultative teamwork approach.
- Strong functional use of Microsoft Office (Word, Excel, PowerPoint) and other potential planning and operational softwares.



EDUCATION REQUIREMENTS AND QUALIFICATIONS

- Degree or Diploma in Management, Business Administration, Public Administration, Fire Science, or related field.
- Minimum 10 years in a progressive leadership role.
- Exposure or experience in incident command, emergency management planning, emergency communications systems, and/or occupational health and safety.
- Accomplished in change management.
- Valid Class 5 Driver's License and a satisfactory Driver's Abstract.
- Satisfactory Criminal Records Check.

CONDITIONS OF EMPLOYMENT

- Submission of Satisfactory Criminal Record Check.
- Valid Alberta Class 5 (Class 3 preferred) Driver's licence and submission of a 5-year Driver's Abstract with less than 7 demerits.

COMPENSATION

A competitive compensation package commensurate with skills and experience.
Further details will be discussed in a personal interview.

CONFIDENTIALITY

In compliance and consistent with the Personal Information Protection and Electronic Documents Act ("PIPEDA"), HumanEdge shall respect the privacy and confidentiality of all personal information provided directly or indirectly verbally, electronically or in print throughout the process of candidate engagement in our search assignments.

Information, expressions of interest and resumes contact or send in confidence to:

Ken Glover, BSc., RPR
Managing Partner, HumanEdge Global
Phone: 780-902-1174
Email: ken.glover@humanedgeglobal.com
www.humanedgeglobal.com