

DIRECTOR, COMMUNITY AND PROTECTIVE SERVICES



Position Synopsis and Purpose

(A position overview and how it connects to the big picture)

Reporting to the Chief Administrative Officer, the Director, Community and Protective Services provides strategic direction, leadership and management to the Community and Protective Services Department. The Director has a demonstrated record of effective leadership, resident/stakeholder focus, innovation, team advocacy, and delivering results.

Core functions include developing and overseeing departmental plans, strategies, and processes to ensure the delivery of high-quality services across all areas; managing the preparation and administration of the budget, as well as controlling expenditures; and providing leadership to a dynamic community outreach and development team that supports local organizations and volunteer groups.

This position acts as part of the Senior Leadership Team involved in the formulation and execution of the municipality's strategic plan. Specifically, this position is responsible for the oversight of the Community Services Division, Fire Services and Emergency Readiness and Planning. The Community and Protective Services Department supports the following functions: liaison relationship to the West Lincoln Public Library, parks and open space, cemeteries, arenas, facility maintenance, recreation and special events planning, fire suppression, inspection, and emergency response, including project management.

The Director of Community and Protective Services assesses and reports on the Department's services, financial performance, administrative operations, and staff effectiveness, comparing these metrics to both internal and external benchmarks. The Director also conducts independent reviews and evaluations of all major activities within the Department to ensure they are carried out in accordance with established policies and procedures.



Major Responsibilities

(What this position does and how they allocate their time)


Description	Approx. Time Spent (%)
<p>Strategic Leadership and oversight</p> <ul style="list-style-type: none"> • Develops, leads and implements the strategic leadership and efficient delivery of all the municipality's culture, parks and cemeteries, arenas, recreation and special events planning. • Prioritizes goals and plans to ensure fulfilment and completion of the municipality's organizational and strategic goals • Provides strategic and legislative advice to the CAO and Senior Leadership Team 	25%

Description	Approx. Time Spent (%)
<ul style="list-style-type: none"> • Ensures methods and procedures for the design, construction and maintenance of such services and projects in accordance with Acts, bylaws, policies and sound practices. • Ensures quality assurance and performance measurement programs in place and all operations adhere to Provincial regulations, standards and principles. • Develops and negotiates solutions to Community Services challenges along with responding to existing and emerging issues. • Develops, plans, and assesses the delivery of Fire Services against the Fire Master Plan • Leads innovative approaches and provides direction to achieve high quality services in accordance with Council's Strategic Priorities. • Manages and presents recommendations on Community Services and Protective Services activities, projects and initiative to Council. • Develops and implements both short and long-term objectives, the strategic mission and goals 	
<p>Leadership & Staffing</p> <ul style="list-style-type: none"> • Leads the planning, organizing, and directing of the municipality's Community and Protective Services Department. • Provides leadership, support, advice and motivation to staff both within Community and Protective Services and in inter-departmental teams while developing, recommending, establishing, and executing policies, programs and services in regular consultation with Council, stakeholders and senior management. • Participates with Senior Leadership Team in the development of the Corporate Plans as they relate to Community and Protective Services' portfolio • Acts as a key liaison with various internal and external groups, including community members, developers, consultants, contractors, agencies (Federal, Provincial and Regional), on relevant community services matters • Participates as a member of the Emergency Management Committee. • Plans, recruits and identifies development needs for staff • Provides coaching and mentoring and conducts performance appraisals and determines/recommends disciplinary actions. • Continually evaluates the team activities to ensure appropriate allocation of resources, ensure meeting objectives and deadlines are met and makes recommendations for improvement. • Establishes and builds relationships with all internal and external stakeholders • Implements and recommends operational changes, improvements and associated service levels supported by data that can be validated through public and staff feedback, and industry best practices • Acts as CAO, if required. 	30%

Description	Approx. Time Spent (%)
<p>Council Relations and Communications</p> <ul style="list-style-type: none"> • Oversees and reports on the department's results to the rest of senior management and Council. • Promotes community engagement • Negotiates on behalf of the municipality • Advocates to other governmental agencies on behalf of the municipality • Ensures timely and consistent communication to stakeholders on progress, impacts and changes • Prepares reports and attends Council and Committee of the Whole meetings and provides advice to Council on Community Services Department matters. • Provides advice to various internal and external stakeholders on variety of Community Service matters, ensuring positive client relationships are maintained. • Oversees and ensures the municipality exceeds all obligations under relevant legislation and regulations • Has final oversight on the municipality's museum, camps, aquatics, arenas and recreational programs • Monitors operations, projects and research within the service area to ensure safety, service quality, customer service, cost-effective and timely delivery of services • Ensures Council's objectives, financial transparency and accountability, monitors budget adherence, identifies and explains variances, and financial reporting is effectively managed in compliance with corporate financial policies • Evaluates quarterly and year-end performance against scorecard(s), coordinating information and data that enables operational departments to make informed decisions, through the use of objective and reliable data and advanced analytics • Ensures general goods and services are acquired in accordance with the procurement policy 	20%
<p>Financial Accountability and Budgeting</p> <ul style="list-style-type: none"> • Develops and administers the annual operating and capital budgets ensuring budget requests are consistent with the department's operating objectives while maintaining optimum cost-benefits. • Ensures ongoing operations and smaller or operational projects are in keeping with the overall Community Services Department's budget. • Oversees long term planning for department including asset management, capital planning, parkland and recreation services. 	10%
<p>Other</p> <ul style="list-style-type: none"> • Oversees the planning and execution of community events, including risk and volunteer management, of both municipally sponsored and community driven. 	15%

Description	Approx. Time Spent (%)
<ul style="list-style-type: none"> • Participates and leads as necessary cross departmental teams • Ensures focus is service excellence, customer service communication / transparency, innovation and data integrity and workflow integration • Work safely in accordance with the Occupational Health & Safety Act and related regulations. • Participate in corporate training • Other duties as required. 	

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Required Training

(Description of training required in order to perform the major responsibilities)

- Manager/Leadership training
- Diversity Training
- Conflict Resolution

*Attends training, workshops and seminars where appropriate and as required



Minimum Qualifications

(Absolutely cannot do without)

Education (degree/diploma/certifications)

- Post-secondary degree in Business Administration, Public Administration, Social Services, Fire/Emergency Response or other relevant area
- An equivalent combination of education and experience may be considered
- Examples of continuous learning

Experience

- Minimum of ten (10) years varied experience including management and administration in the public sector and supervision of unionized and non-unionized personnel

Knowledge/Skill/Ability

- Commitment to the vision of Council

- Proven leadership and mentoring skills; team building and staff management skills following an individualistic approach;
- Exceptional communication and presentation skills both in writing and verbally;
- High level of critical and logical thinking, analysis, and / or reasoning to identify underlying principles, reasons or facts;
- Strong negotiating and conflict resolution skills;
- Exceptional ability to deal diplomatically with all levels of management, staff, elected officials, and the public;
- Demonstrated skill in preparing and administering municipal budgets;
- Demonstrated ability to prepare and analyze comprehensive reports;
- Demonstrated ability to carry out assigned projects to their completion;
- Effective decision-making abilities;
- Ability to multitask, learn quickly and easily adapt to a changing environment;
- Ability to handle sensitive information with professionalism and tact;
- Ability to prioritize tasks and to delegate them when appropriate;
- High level of integrity, confidentiality, and accountability;
- High level of critical and logical thinking, analysis, and /or reasoning to identify underlying principles, reasons or facts;
- High degree of resourcefulness, flexibility, and adaptability;
- High level of professionalism;
- Strong awareness of the political process and sensitivities;
- Ability to build and maintain relationships.
- Sound organizational, planning and management skills demonstrated in progressively responsible positions with a history of results and positive change
- Commitment to participate in community development activities
- Works well under pressure and meet set deadlines;
- Working knowledge of each of the functions under the portfolio
- Valid Ministry of Transportation Class "G" Driver's license



Preferred Qualifications (The Ideal Candidate)

Education (degree/diploma/certifications)

- Project Management Certification
- Post-graduate certificate Kinesiology or equivalent / or Master of Business Administration or Master of Public Administration

Experience

- Experience in a Tier II municipal setting

Knowledge/Skill/Ability



Position Classification
(Where this position fits)

Position Title: Director, Community and Protective Services	Department: Community and Protective Services
Department: Community Services	Classification: Non-Union Senior Management Team
Work Location: West Lincoln Community Centre	Reports to (Direct): Chief Administrative Officer
Position(s) Supervised Directly: Manager, Parks, Recreation and Facilities Coordinator of Recreation Services Fire Chief	Position(s) Supervised Indirectly: Deputy Fire Chief Administrative Assistant, Fire Supervisor, Parks and Facilities Recreation and Wellness Programmer Recreation and Facilities Staff (Union and PT)
Effective Date:	Revision Date:
Salary Range:	Hours per Week: 35

Organizational Chart

List the reporting relationship of this position to others within the immediate department.

