

1. Position No. 23024	2. Descriptive Working Title DIRECTOR, SECURITY & EMERGENCY SERVICES		3. Present Classification Excluded Management
4. Branch LICENSING & CONSUMER SERVICES	5. Department SECURITY & EMERGENCY SERVICES	6. Proposed Classification	Date January 2019 Revised Nov 2020
7. Position No. of Supervisor 80774	8. Descriptive Work Title of Supervisor VICE PRESIDENT & REGISTRAR		9. Classification of Supervisor Excluded Management

SCOPE OF THE ORGANIZATION

The British Columbia Housing Management Commission (BC Housing) is a crown agency of the provincial government and is responsible for delivering a range of housing programs for British Columbians. BC Housing works in partnership with the private, non-profit and co-operative sectors, Indigenous communities, provincial health authorities and ministries, other levels of government and community groups to develop a range of housing options. New housing is created across the housing continuum, from supportive housing for the homeless to affordable rental and owner-purchased housing for middle income British Columbians. BC Housing also has responsibilities related to licensing of residential builders, home warranty insurance, and research and education to improve the quality of residential construction and consumer protection. BC Housing's annual budget in 2020/21 is \$1.6 billion, with approximately 117,616 households benefitting from affordable housing programs in over 300 communities across the province.

In delivering on our strategic direction and mandate, BC Housing is also committed to working in partnership with Indigenous peoples to embrace and implement the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the Truth and Reconciliation Commission of Canada (TRC): Calls to Action. BC Housing is also committed to taking action towards the goals of equity, diversity, inclusion and belonging in the work we do, involving employees, our partners and the people we serve through our programs and services. BC Housing's commitment to sustainability is reflected in our livegreen Housing Sustainability plan.

In 1998 the Province passed the *Homeowner Protection Act* with a mandate to increase consumer protection for homebuyers and help bring about an improvement in the quality of residential construction in British Columbia. The Licensing and Consumer Services Branch is responsible for licensing residential builders and building envelope renovators province-wide, administering owner builder authorizations, and monitoring the performance of the third-party home warranty insurance system underwritten by the private sector. The Branch is also responsible for the planning, development, monitoring and delivery of security and emergency services for BC Housing through its Security & Emergency Services department.

POSITION SUMMARY

Reporting to the Vice President & Registrar, the Director Security & Emergency Services is responsible for building relationships of trust with internal and external parties and staff to influence, inform and support the effectiveness of strategies and programs pertaining to the safety, security and emergency preparedness of staff, housing developments, tenants, and the organization, and facilitates their implementation across the province. He/she/they leads the Business Continuity Plan program, the Rapid Damage Assessment Program, the Emergency Group Lodging Program, the fire safety and prevention programs and services, and the Commission's Emergency Social Services Partnership Program in support of the provincial ESS program. The incumbent oversees the Emergency Lodging Stockpiles Program and the development of plans and strategies for emergency flooding, severe weather and seismic risks. The position oversees safety and security audits, conducts investigations and leads the coordination of emergency responses. He/she/they provides direction and departmental support of the provision of security services and access control management for all residential building

portfolios. The Director provides advice and leadership to staff, facilitates discussion and resolution of emerging issues, informs strategic decisions in addressing their business continuity, security and emergency management requirements, and manages relationships with other government and non-government authorities. This position maintains a working familiarity with the strategic business lines and responsibility of the organization and the Ministry to take a senior leadership/advisory role at the Interagency Emergency Preparedness Council during activations of the Provincial Emergency Coordination Centre, and at similar planning and recovery meetings.

MAJOR RESPONSIBILITIES

1. Assesses current and emerging business requirements, develops strategies, policies and guidelines related to business continuity, safety, security and emergency services, facilitates their implementation across the Commission, and monitors and evaluates their effectiveness in accomplishing objectives. Provides guidance to the organization and senior leadership on legislative requirements, emergency management standards and industry practices.
2. Leads and directs a team of Security and Emergency Services staff to develop and manage the provision of safety, security and emergency services training programs for Commission staff, tenants and housing providers, promotes safety and awareness through the use of promotional materials, presentations, conference sessions and product offerings, and provides information and liaison with housing partners, government departments/agencies, and the general public with respect to safety, security and emergency/disaster services. Takes a senior leadership and advisory role at the Interagency Emergency Preparedness Council of Associate Deputy Ministers and at other senior level meetings related to BC Housing's emergency/disaster services.
3. Oversees the development, implementation and monitoring of the Commission's Rapid Damage Assessment Program and co-chairs the Post Disaster Building Advisory Committee. Develops program and related materials in accordance with requirements, oversees program delivery, and continually evaluates and improves the program in collaboration with stakeholders.
4. Leads BC Housing's Emergency Social Services (ESS) Partnership program in support of the provincial ESS system by recruiting, coaching, training and supporting up to 48 multi-disciplinary and senior staff assigned for provincial emergency response. Establishes collaborative relationships, participates on provincial advisory committees, attends training exercises and responds as needed to major emergencies and disasters
5. Leads and directs the development of the Provincial and BC Housing's Emergency Lodging Stockpiles program, directing the research of new products and storage approaches, and the development of usage guidelines and systems. Liaises, negotiates and coordinates with the Federal National Emergency Stockpile System and Emergency Management BC, developing relationships with other group lodging stakeholders to balance organizational and government goals and resource allocations for continuous improvement of the provincial program.
6. Assesses business operations and potential risks, including enterprise wide risks. Leads and directs the department to develop business continuation plans in the event of business interruption, including plans and strategies for emergency flooding, severe weather conditions and seismic risks. Directs the continual development, evaluation and testing of Business Continuation Plans, and researches strategies and liaises with external agencies regarding disaster recovery housing. Leads and supports the executive and senior management in the planning and execution of business continuity exercises to meet organization and government's strategic corporate agenda.
7. Leads the departmental support of fire safety and prevention services for the Commission: supports the development and updating of Fire Safety Plans for applicable housing developments; liaising with municipal fire departments and the BC Fire Commissioner's Office in an effort to have first-hand information on fire safety related matters that could affect the Commission's housing; conducting research and providing consultation and support to regional offices and housing partners on fire safety and fire protection related issues; and coordinating the investigation of fire incidents at directly managed developments in an effort to prevent further injury and/or property loss. Liaises with the Building and Safety Standards Branch to recommend changes to Fire Safety legislation.
8. Leads and directs the organization and delivery of applicable emergency preparedness and response training for Commission staff, attends emergencies and disasters, conducts investigations and assumes a leadership role in coordinating response as appropriate.

9. Leads and directs the provision of security services, including locksmith services, testing and implementation of electronic lock/entry systems, and installation and monitoring of video surveillance equipment for crime prevention and apprehension. Leads and supports department staff to establish and monitor service contracts with a variety of security companies.
10. Represents BC Housing at provincial functions, meetings and events related to safety and emergency services and during times of emergency at provincial or regional emergency operations/coordination centres. Represents BC Housing at national and international meetings and conferences, as required.
11. Prepares annual budget, initiates and monitors expenditures within approved budget limits, and reallocates resources as authorized.
12. Supervises the work of staff in accomplishing the business activities of the program area. Creates an environment that allows for a supportive and progressive attitude among staff, and promotes improved performance through counselling and coaching and by ensuring that staff are provided with information, tools and training necessary for the conduct of their assigned duties. Completes performance evaluations, determines performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Has significant input into hiring, promotion and demotion decisions, recommends changes in compensation of staff and authorizes overtime. Resolves grievances up to the second stage of the grievance process. Identifies to senior management appropriate collective agreement wording to serve the employer's interests in achieving operational goals and objectives, and may participate on the negotiating committee as a management representative. Determines resources required to fulfil operational requirements, develops staffing plan, and recommends staffing levels to accomplish objectives, including revisions to staffing levels as necessary as operational requirements change.
13. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations and participating in task force, project teams and committee work.

ORGANIZATION

The Director, Security & Emergency Services position reports to the Vice President & Registrar.

The Director Security & Emergency Services supervises a team of staff, including excluded and bargaining unit employees.

QUALIFICATIONS

Education, Experience and Occupational Certification

Bachelor's degree in Business Administration, Criminology or relevant field.

Considerable experience in developing security and emergency programs and strategies. Considerable experience training in adult education principles, experiences in developing and delivering training programs in this field.

Or an equivalent combination of education, training and experience acceptable to the Employer.

Knowledge, Skills and Abilities

Core Competencies

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Leadership Competencies

- Alignment & Results
- Team Development
- Relationship Building/Management

In-depth knowledge of the philosophies and practices related to security and emergency/disaster response, including high risk and vulnerability analysis, critical infrastructure assessment, and consequence management

Ability to learn and understand the Commission's, security and emergency preparedness requirements

Ability to learn and understand the Commission's mandate as it relates to emergency services, and the mandate of other Ministries, Agencies and Crown Corporations with related emergency roles

Ability to plan and manage the development, implementation and monitoring of security and emergency services programs

Ability to supervise and motivate staff

Ability to establish and maintain constructive working relationships with various internal and external stakeholders including housing societies and government agencies

Ability to analyze complex situations, determine appropriate courses of action, evaluate risk and make decisions

Effective planning, organizational, analytical and problem-solving skills

Effective leadership, negotiation, coaching, communication, presentation and interpersonal skills