

JOB DESCRIPTION
MANAGEMENT EXCLUSION

1. Position No. 80384, 81159, 81298, 81851	2. Descriptive Working Title SECURITY & EMERGENCY PROGRAM COORDINATOR		3. Present Classification Excluded
4. Branch STRATEGIC BUSINESS OPERATIONS AND PERFORMANCE	5. Department Security & Emergency Services	6. Work Location Telework Eligible	Date May 2018 Revised Jan 2020; Dec 2021
7. Position No. of Supervisor 23024	8. Descriptive Work Title of Supervisor DIRECTOR, SECURITY & EMERGENCY SERVICES		9. Classification of Supervisor Excluded Mgmt

POSITION SUMMARY

Reporting to the Director, Security and Emergency Services, the Security and Emergency Program Coordinator is responsible for recommending strategies, procedures and programs pertaining to the safety, security and emergency preparedness of staff, housing developments and tenants, facilitating their implementation across the province. He/She/They undertakes safety and security audits, conducts investigations and takes a leadership role in coordinating emergency responses. The incumbent assists with the provision of security services, access control management for all building portfolios, completes threat and risk assessments, coordinates feasibility studies and provides consultation on safety and security initiatives. In addition, the position coordinates and provides advice in the development of Business Continuity Plans for BC Housing offices and Non-Profit Housing partners. Over 40 staff will report to this position as part of the Emergency Support Services Partnership Program, when a significant emergency/disaster dictates that Commission staff be reassigned to provincial emergency response duties.

MAJOR RESPONSIBILITIES – GENERAL

(Focus of duties may vary depending on portfolio assigned)

1. Assesses requirements and makes recommendations regarding plans, policies and guidelines pertaining to the safety, security and emergency preparedness aspects of housing developments. Coordinates and facilitates their implementation across the regions.
2. Participates in the development, review, implementation, presentation and monitoring of the Commission's Post Disaster Building Assessment Program. Develops program and related materials in accordance with requirements, coordinates program delivery, collects program statistics and prepares reports. Conducts ongoing research and continually evaluates and improves the program.
3. Coordinates fire safety and prevention services for housing developments, supports the annual updates and development of Fire Safety Plans for applicable housing developments and provides training on the operation and maintenance of fire protection systems. Conducts research and provides consultation and support to regional offices and housing partners on fire safety and fire protection related issues and assists with the investigation of fire incidents at public housing developments in an effort to prevent further injury and/or property loss.
4. Supports BC Housing's Emergency Support Services (ESS) Partnership program by assisting with training of Commission staff. Assists with emergency response, participates on ESS Provincial Advisory Committees, arranges and attends training exercises and responds as needed to major emergencies and disasters.
5. Participates in developing plans and strategies for risks included but not limited to emergency flooding, interface wildfires, seismic events and pandemics. Manages the continual development, updating, evaluation, access, training and testing of Business Continuation Plans, and researches strategies and liaises with the Provincial Emergency Program regarding emergency lodging and housing.
6. Conducts investigations and prepares security evidence for the employer in potential disciplinary investigations, provides expert evidence to clarify material evidence or supporting materials to assist in the investigation process.

7. Monitors, retrieves and provides video evidence to external regulatory bodies (such as RCMP, WorkSafe BC) to assist in the investigation of alleged criminal activity or violations of law or legal act requirements.
8. Provides expert evidence on behalf of the employer on video, digital access control, and other security device evidence of a sensitive and confidential manner which may involve labour relations matters.
9. Manages assigned sections of the Commission's Emergency Lodging Stockpiles program including the allocation of supplies during times of emergencies. Researches new products and storage approaches and develops usage guidelines and systems.
10. Completes safety and security audits/assessments, attends emergencies and disasters, conducts investigations and provides support to facilitate and coordinate response as appropriate. Initiates and manages threat assessments and mitigation activities of a sensitive and confidential nature.
11. Assists Regional Operations with the provision of security services and access control management for all building portfolios, including:
 - Testing and implementation of electronic lock / entry systems;
 - Testing, monitoring and implementation of video surveillance (CCTV) equipment for crime prevention and apprehension;
 - Developing specifications for standardized access control or security systems as needed;
 - Developing organization wide procedural guidelines for privacy and liability issues around use of surveillance technology.
12. Participates in conducting enterprise-wide risk assessments relating to property and facility management; completes Risk Survey Action plans in support of regional operational objectives, and works with external agencies and government departments to coordinate action plans.
13. Conducts research and provides consultation and support to regional offices and housing partners on safety and crime prevention initiatives (i.e., CPTED); coordinates the investigation of various incidents at public housing developments in an effort to prevent injury, unwanted activities and/or property loss.
14. Incorporates perspectives of lived expertise and considers the range of diverse resident populations (Indigenous peoples, racialized groups, people with disabilities, immigrant populations, 2SLGBTQ+ communities, etc.) to ensure equitable outcomes result from service delivery and program initiatives.
15. 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.

BUSINESS CONTINUITY PLANNING RESPONSIBILITIES

16. Coordinates the continual development and review of the Commission's Business Continuation Plan (BCP) and its sub-plans.
17. Ensures the BCP of BC Housing offices and housing partner sites align with the Commission's mission, vision, and values.
18. Tests and evaluates the BCP and sub-plans of Home Office, regional offices and housing partners across the province through table-top exercises. Provides advice on identified gaps to ensure offices and sites have a robust plan.
19. Prepares and delivers training to staff on new resources and tools available for the development of their BCP.
20. Prepares revisions and drafts for the Commission's BCP, or sections of the plan including sub plans and procedures.
21. Maintains knowledge and keeps current on emerging issues related to Business Continuity. Provides continual guidance and feedback to regional offices, branches, and housing partners on their BCP.

ORGANIZATION

This position reports to the Director, Security & Emergency Services.

No positions report to the Security & Emergency Program Coordinator. However, approximately 40 staff would report to this position as part of the Emergency Support Services Partnership Program, when a significant emergency/disaster dictates that Commission staff be reassigned to provincial emergency response duties.

QUALIFICATIONS

Education, Experience and Occupational Certification

Bachelor's degree in risk management, criminology, security, operations management, emergency management, business continuity management or other relevant field.

Considerable experience in coordinating the implementation of business continuity, safety and security, disaster response or recovery programs.

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

Knowledge, Skills and Abilities

Core Competencies

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

Considerable knowledge of programs, practices and processes associated with security, safety and emergency preparedness, particularly in the areas of ESS, BCEMS, CPTED, risk/threat assessment, and Target Hardening.

Sound knowledge and understanding of the Commission's safety, security and emergency preparedness requirements for its housing developments and working knowledge and understanding of the Commission's programs and operating requirements

Sound knowledge in program development, analysis, and evaluation

Considerable knowledge of building technology and Federal, Provincial and Municipal codes

Excellent analytical, problem-solving, organizational and program/project coordination skills

Excellent communication, facilitation, conflict resolution, relationship management and interpersonal skills

Good public speaking and presentation skills

Excellent computer skills

Ability to coordinate the implementation of program activities, analyze and solve issues and make effective decisions, particularly during an emergency situation

Ability to establish and maintain constructive working relationships with Commission staff, housing providers and government agencies

Ability to take ownership of tasks and drive them through to completion

Ability to work under pressure during stressful and emergency situations in meeting deadlines and changing priorities

Ability to work effectively in a variety of team settings and ability to work independently

Ability to work extended hours during emergencies

Ability to travel throughout the province, sometimes with limited notice

Valid BC Driver's Licence