

THE UNIVERSITY OF PRINCE EDWARD ISLAND

POSITION DESCRIPTION

BUSINESS TITLE:	Emergency Management and Business Continuity Coordinator
VP/FACULTY:	Vice President Administration and Finance

JOB SUMMARY

Reporting to the VP Administration and Finance, the Emergency Management and Business Continuity Coordinator is responsible for supporting the development, promotion, and administration of the University wide emergency management and continuity programs. The incumbent will support the implementation and development of policies, plans, procedures, training, and community outreach that supports an all-hazard emergency and continuity management program. The incumbent will also support Fire Protection initiatives, providing support, instruction, and education for the all various components of the Fire Protection program, including fire wardens, safety plans, evacuations, procedures, and drill coordination. The coordinator will conduct research as needed, to ensure that legislation, regulations, and guidelines are followed.

The coordinator will take a lead role in the planning and preparation of the University's business continuity frameworks and departmental plans to support an all-hazards approach to emergency and continuity management. The incumbent will work closely with executive, operational, and academic units to understand their critical functions and work with them to address their continuity planning needs. The coordinator will also support the design and implementation of campus emergency procedures; development of awareness and training programs; and ensure the effectiveness and maintenance of all plans through simulations, exercises, and other testing/evaluations methods.

The coordinator will liaise routinely with the campus community and report all issues or concerns brought forward regarding Continuity of Operations, Emergency Management, and Fire Protection. As the lead of the Emergency and Continuity Management Team the incumbent will organize and lead tabletop and mock exercises and drills.

ORGANIZATIONAL STATUS

The Emergency Management and Business Continuity Coordinator reports to the VP Administration and Finance.

WORK PERFORMED

Emergency Management Program Support

- Develops and maintains foundational documents for the Emergency and Continuity Management program
- Conducts post-incident analysis on the program's various plans and makes recommendations on updates or modifications that may be required for current plans and procedures based on incident actions and outcomes.

- Leads the design and flow of delivery for on-line training programs and content; develops relevant content for other training modules for students, staff, faculty, and administrators to ensure that all roles and responsibilities during an emergency are clearly understood.
- Coordinates the emergency management training program including the administration of training records, scheduling, and training communications.
- Maintains a comprehensive Emergency Management website which acts as a conduit of information for the campus community on outreach/education campaigns; campus-wide emergency procedures and programs; and any other relevant UPEI Emergency Management and Continuity of Operations program information and documentation.
- Participates in the thorough testing of new and current tools utilized to support emergency management and business continuity functions, such as additional tools for virtual EOC platforms to ensure their readiness for the campus community and incidents.
- Develops and maintains University-wide emergency contacts and point of contact documentation to ensure timely notifications in the event of an emergency and/or activation of the UPEI Operations Centre (EOC).
- Plans and executes emergency exercises and tabletop scenarios for key responders and personnel to provide them with the opportunity to practice their training and evaluate their plans.
- Supports the EOC Manager during emergencies and upon activation of the University's Emergency Management Team. Supports the University's response during an emergency by documenting the incident-specific planning needs, collecting confidential organizational information, and assisting in the development of plans to fulfill the needs of the response and recovery process. Actively participates in the response of the EMT in all emergency events, including a pandemic, natural disasters, campus violence, and strikes.
- Leads in recovery planning and implementation. Develops and implements after-action reports and corrective action plans, which cover lessons learned and recommendations, following testing, emergency exercises, on-campus emergencies, and critical incidents.
- Ensures that the VP Administration and Finance is kept informed on a timely basis of new or developing issues. Analyzes data to identify trends, patterns, or warnings.
- Participates in outreach activities, such as UPEI SAFE App campaign, testing, and others to help promote emergency preparedness on campus.
- Editing of documents prepared for the Emergency and Continuity Management Program (signs, plans, protocols, user guides, etc.)
- Leads working groups and committees as required.
- Serve as Deputy Emergency Operations Manager to provide backup to the Emergency Operations Manager when they are not available (during an emergency; track issues, resources, communicate with stakeholders, etc.)

Business Continuity Program

- Create and maintain the University's Business Continuity and Resilience Framework. Continually reassessing and updating the framework as needed to meet current standards and principles.
- Develop additional foundational documents and worksheets that support the departmental business continuity and resilience plans. Compile completed worksheets to understand the impacts and the recovery of the department and the University as a whole.
- Coordinate and track all departmental and university-wide business continuity and resilience plans to ensure they remain current and updated through regular follow-up with departmental business continuity leads and business partners.

- Coordinates the revision schedule of departmental business continuity and resilience plans to ensure regular updating and a staggered approach to each of the plan components.
- Provides guidance and advice to executive, operational, and academic units on the development, maintenance, and evaluations of their emergency and continuity plans.
- Designs and develops the business continuity training program and related content. The incumbent will be the lead facilitator for continuity program training.
- Facilitates the business continuity training program administration including the tracking of training records, scheduling, and training communications.
- Leads the planning, execution and tracking of departmental exercises and scenarios for personnel to provide them the opportunity to practice their training and evaluate their continuity plans.

Duties of the position are diverse and performed with minimum supervision. The incumbent must maintain current knowledge of emergency management legislation, standards, and practices, and use a moderate degree of judgement and initiative in interpreting legislation for providing advice and guidance to stakeholders.

The ability to communicate the importance of emergency management and business continuity in a manner that is timely and relevant to the diverse groups that exist within the university community, is vitally important to this position (ability to motivate the university community to consider planning, preparedness and mitigative measures for all activities. This requires the ability to establish and maintain professional internal and external relationships and demonstrate credibility. This position helps establish processes and procedures regarding all-hazards for the university community and identify actions and make recommendations to be taken by the university community for emergency management and business continuity compliance purposes.

The Emergency Management and Business Continuity Coordinator is required to maintain contact with emergency management and business continuity professionals in other post-secondary institutions, municipal, provincial, and policing services, as well as other institutions and organizations for networking and information sharing. Membership in various professional associations is required.

SUPERVISION RECEIVED

This position works independently under the direction of the VP Administration and Finance.

QUALIFICATIONS

- Completion of a University degree in Social Science, Business Administration, or a related discipline.
- Completion of or working towards a specialization in Emergency Management or Business Continuity through a college, university, or a professional credential-issuing association would be an asset.
- A combination of relevant education and work experience will be considered.
- Relevant work experience required:
 - A minimum of five years' experience in emergency management activities including emergency planning, operational contingency planning, response and exercises, business continuity planning, and delivering emergency preparedness guidance and training. This experience must include experience communicating with first responders during critical incidents, emergencies and/or within high-stress environments.
 - Experience in the university or college setting preferred.

- Knowledge of the Federal Emergencies Act, the Provincial Emergency Measures Act and associated regulations and standards, as well as local, regional, and national frameworks, plans and regulations relevant to emergency management and business continuity.
- Strong understanding of emergency management phases and business continuity.
- Completion of Incident Command System training, both ICS-100 and ICS-200 within the last three years with the ability to complete additional incident command and incident management training.
- Participation in conferences, workshops, and seminars to remain relevant on current practices and lessons learned. Opportunities will be provided to attend appropriate training both internally and externally.
- Strong theoretical and practical knowledge of emergency management and business continuity principles.
- Direct experience responding to calls regarding critical incidents, emergencies within a high-stress environment, with the ability to remain calm and function successfully in high-pressure and critical incidents.
- Excellent judgement to work independently and in critical and emergency situations.
- Solid understanding of university policies, programs, and procedures, as they pertain to the safety of the university population.
- Significant experience and knowledge within a large, complex organization with a similar physical layout, with the ability to identify business priorities that are critical to a successful emergency and continuity management program.
- Excellent organization and coordination skills, including the ability to set priorities, handle a high volume of work, multi-task while paying attention to details with competing demands.
- Strong interpersonal skills and skills that will allow for strong connections with both internal and external stakeholders.
- Strong research and
- analytical skills.
- Solid understanding of how websites are designed.
- Advanced communication skills, with an emphasis on writing, editing, and proofreading.