

**THE UNIVERSITY OF PRINCE EDWARD ISLAND**

**POSITION DESCRIPTION**

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<b>BUSINESS TITLE:</b>	<b>Emergency Risk Manager</b>
<b>DEPARTMENT:</b>	<b>Vice President Administration and Finance</b>
<b>VP/FACULTY:</b>	<b>Office of Vice President Administration and Finance</b>

**JOB SUMMARY:**

Reporting to Vice President Administration & Finance, the Emergency Risk Manager (ERM) is responsible for supporting the development, promotion and administration of the University-wide emergency management and continuity programs. The incumbent will implement and develop policies, plans, procedures, training, and community outreach that supports an all-hazard emergency and continuity management program. As an important member of the Emergency Management Team, the ERM will also support Fire Protection initiatives providing support, instruction, and education for the various components of the UPEI fire protection program, including safety plans, evacuations, procedures, and drill coordination. The ERM will provide research support to the AVP Operations and Construction Coordinator, as needed to ensure that legislation, regulations, and guidelines are followed.

The ERM 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 ERM will also support the design and implementation of campus emergency procedures, develop of awareness and training programs; and ensure the effectiveness and maintenance of all plans through simulations, exercise, and other testing/evaluation methods.

The ERM will liaise routinely with the campus community and report all issues or concerns brought forward regarding Continuity of Operations, Emergency Management, and Fire Protection.

**ORGANIZATIONAL STATUS**

**WORK PERFORMED**

Business Continuity Program

- Write 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 campus 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.
- Participate in 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.
- In partnership with ITSS, aligns business continuity planning with technology recovery plan to align business recovery time objectives with IT technology recovery time capability.

### Emergency Management Program

- Enhances and maintains the foundational documentation 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.
- Contributes to the design and delivers on-line training program and content; supports the development of relevant content for other training modules for students, staff, faculty, and administrators to ensure that all roles and responsibility 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 Emergency Management and Continuity of Operations program information and UPEI 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 the UPEI Safe App to ensure their readiness for the campus community and incidents.
- Develops and maintains process documentation and user guides for each tool to ensure continuity of the Emergency Notification System (ENS) and other emergency management systems.
- Develops and maintains University-wide emergency contacts and point of contact documentation to ensure timely notification in the event of an emergency and/or activation of the UPEI Emergency Operations Centre.
- Participates in the planning and execution of emergency exercises and tabletop scenarios for key responders and personnel to provide them the opportunity to practice their training and evaluate their plans.
- The ERM 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 all emergency events, including a pandemic, natural disasters, campus violence, and strikes.

- Participates in recovery planning and implementation. Supports the development and implementation of after-action reports and corrective action plans, which cover lessons and learned and recommendations, following testing, emergency exercises, on-campus emergencies and critical incidents.
- Participates in outreach activities, EMS testing and others, to help promote emergency preparedness on campus.
- Write and edit documents prepared for the Emergency and Continuity Management Program (signs, plans, protocols, user guides, etc.).
- Participates in working groups and committees, as assigned by the Vice President Administration & Finance.
- Participates in the development and maintenance of UPEI cyber security planning and plays a key role in the coordination and execution of the UPEI Security Incident Response Plan. The individual will coordinate and facilitate information security incident response tabletop exercises with members of the campus community.
- As a member of the Emergency and Continuity Management team the incumbent will be required to provide back-up to the Emergency Management Officer when the Emergency Management Officer is unavailable (during an emergency: track issues, resources, communicate with stakeholders, etc.).

#### Other Duties and Responsibilities

- Provides support to the development and maintenance of the University's emergency programs. This will include supporting the Charlottetown Police and Fire Departments with analyzing potential communication tools, defining roles and responsibilities, building analyses for 'shelter-in-place' and "safe destination" locations, as well as participating in the delivery of training and the coordination of drills.
- Provides coaching and mentoring to the program's student member(s) on areas that fall under the scope of responsibility for the ERM.
- Assists with the hiring and training of student staff within the Emergency and Continuity Management and Fire Protection portfolios.
- Provides support with other initiatives and campus working groups, as required.

#### **SUPERVISION RECEIVED**

This position works under the direction of the Vice President Administration & Finance

#### **QUALIFICATIONS AND EXPERIENCE:**

- 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 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 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.

## **SKILLS:**

- Opportunities will be provided to attend appropriate training both internally and externally.
- This knowledge is normally acquired through formal education and practical experience in the field of emergency management and business continuity. The ERM must possess and demonstrate:
- 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 environments, 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 programs.
- 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.
- Experience in developing and delivering education and training programs in emergency management
- Strong interpersonal skills and skills, which will allow for strong connections with both internal and external stakeholders.
- Strong research and analytical skills.
- Solid understanding of how websites are designed.
- Advanced communications skills, with an emphasis on writing, editing, and proofreading.

## **Complexity of Duties:**

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 modern 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 diverse groups that exist within the University community, is vitally important to this position. Also important is the 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.

### **IMPACT OF ERROR:**

#### Accountability:

The Vice-President looks to the incumbent for advice and recommendations regarding emergency management and business continuity related issues that will have an impact on university operations. The incumbent implements policies and procedures that are in compliance with related legislation affecting the UPEI community. The incumbent must ensure that emergency plans, business continuity plans, and any related documentation aligns with current legislation, standards, and principles. Errors in judgement could have a negative impact on the department and the University and could result in significant human, property or financial loss.

As a partner of various external emergency response agencies, particular attention to detail will be required to ensure that all outlined relevant policies, plans, procedures, or reports align with their expectations and standards,

The incumbent is required to work with and support the Vice President in giving advice and recommendations regarding corrective actions to be implemented following major emergencies, critical incidents, and disruptions in service/operations, to Managers and Department Heads.

#### Nature and Level of Contact:

Internal contacts with department and individuals are required to facilitate the business continuity program implementation, training, and maintenance. The ERM builds relationships and obtains assistance from others when implementing the business continuity program and supporting the emergency management program.

The ERM is required to maintain contacts with emergency management and business continuity professionals in other universities, as well as other institutions and organizations for networking and information sharing. Membership in various professional associations is required.