



JOB DESCRIPTION

Coordinator, Protective Services

POSITION TITLE:	Coordinator, Protective Services
POSITION NUMBER:	1001
DEPARTMENT:	Protective Services
REPORTS TO:	Director of Protective Services
CLASSIFICATION:	Full time- indeterminate
LEVEL	Pay Level 27
LOCATION:	Town of Fort Smith Fire Hall

Summary

Reporting to the Director of Protective Services, the Coordinator, Protective Services provides senior operational leadership, coordination, and program support across Fire/Emergency Medical Services (EMS) Emergency Management, Bylaw Enforcement administration, and the Town's Occupational Health & Safety (OHS) Program.

The position fulfills the role of Deputy Chief of the Fort Smith Protective Services Department and provides operational, administrative, and continuity support to Bylaw Services. The role includes a balance of field operations, emergency response, planning, training coordination, and administrative oversight.

This position is designed to reduce organizational redundancy, support succession planning, and enhance program sustainability, while maintaining clear accountability to the Director of Protective Services. This position operates with delegated authority from the Director of Protective Services and has a defined leadership role within Fire/EMS Services and Emergency Management. The position has a visible public presence and may be required to represent the Town at meetings, training events, emergency operations, and public education initiatives

Outline of Duties

- **Deputy Protective Services Chief Responsibilities**
 - Serve as Deputy Protective Services Chief, reporting to the Fire Chief of the Fire and EMS department
 - Provide operational and administrative continuity during absences of the Director
 - Supervise and coordinate Protective Services department activities, ensuring compliance with policies and procedures
 - Assist in the development, coordination, and delivery of:
 - a. Protective Services Department training programs
 - b. Operational policies, procedures, and SOGs
 - c. Inspections, pre-plans, and fire prevention initiatives



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- Coordinate and maintains volunteer training, certification, and compliance records
- Ensure protective services apparatus, equipment, and facilities are maintained in accordance with regulations and best practices
- Provide input into annual and multi-year operating and capital budgets for Protective Services
- Participate in public education, community events, and inter-agency coordination
- **Emergency Management:**
 - Assist in the development, implementation, and maintenance of the Town of Fort Smith Emergency Management Program and Emergency Plan in accordance with territorial and municipal legislation
 - Support and coordinate activities of the Emergency Management Program Executive Committee / Emergency Response Committee
 - Respond to emergencies and natural disasters in accordance with the Emergency Management Plan
 - Assist in coordinating Emergency Operations Centre (EOC) activities when activated
 - Support emergency preparedness initiatives including:
 - a. Risk assessments
 - b. Emergency exercises
 - c. Training and simulations
 - Assists in the delivery and coordination of Emergency Management training for staff, volunteers, and partner agencies
 - Provide public education and awareness related to emergency preparedness and resilience
 - Provide recommendations to the Director regarding Emergency Management policies, procedures, and program improvements
- **Support Bylaw Enforcement:**
 - Provide administrative and operational support for municipal bylaw enforcement
 - Provide administrative support to Bylaw officers
 - Provide backup assistance in enforcement matters when required
 - Support public education and awareness initiatives related to bylaw compliance
- **Occupational Health and Safety Program Support:**
 - Assist in the operation and administration of the Town's Occupational Health & Safety program
 - Participate in and supports the Joint Occupational Health & Safety Committee (JOHSC)



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- Support workplace inspections, hazard identification, and corrective action follow-up
 - Assist with incident, injury, and near-miss reporting and documentation
 - Maintain OHS records and supports compliance with territorial OHS legislation
- **Administrative and Program Support:**
 - Prepare reports, briefing notes, and summaries for the Director of Protective Services and Council
 - Maintain organized records, databases, and reference materials
 - Assist with policy development, program reviews, and continuous improvement
 - Manage projects initiatives as assigned by the Director or Protective Services
 - Liaise with contractors, training providers, and partner agencies
 - Performs other related duties as assigned

Position Supervised

- Up to 32 Fire and EMS volunteers

Contacts

- This position has regular contact with Town staff, Council/committees, and external partners.
- **External:** External contacts may include, but are not limited to ECC, RCMP, Office of the Fire Marshal, Fire Chiefs Association, and other fire departments

Work Environment

Physical Demands

The Coordinator, Protective Services may be involved in physically draining and exhausting activities which may include taking command of a fire scene, participating in emergency response situations, and being involved in physically dangerous situations. The coordinator will have to carry heavy fire-fighting equipment while climbing ladders and going through buildings. The coordinator will regularly be exposed to water in extreme weather conditions and must deal with the resulting ice build-up in winter months.

Environmental Conditions

The coordinator will be exposed to noxious smoke and fumes as a result of fire. The coordinator will have to manage several people and projects at one time and may be interrupted frequently to meet the needs and requests of residents. The coordinator will be exposed to environments that are dangerous, busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks. The coordinator will be exposed to potentially violent situations while on medical calls.

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They will require the ability to de-escalate violent people in an altered or aggressive state. Exposure to communicable diseases and biohazards poses a serious health risk.

Sensory Demands

The coordinator will be exposed to smoke and fire that will adversely affect each of the senses including smell, touch, taste, hearing, and sight. The Director will require extreme levels of concentration during a firefighting situation.

Mental Demands

Very high levels of mental and emotional stress will be caused by the requirement to fight fires and attend medical calls in an effective manner, the requirement to maintain absolute control in dangerous and hectic situations and by the possibility of life, injury and property.

Education and Experience

- Diploma in Fire and Emergency Services, Emergency Management, Public Safety, or any related field
- Five (5) years of relevant experience, or an equivalent combination of education and experience.
- NFPA 1001 Firefighter Levels I & II
- NFPA 1021 Fire Officer I or higher, or equivalent leadership experience
- Emergency Medical Responder (EMR) or ability to respond at that level
- ICS 100, 200, 300 (ICS 400 considered an asset)
- Class 3 or Class 4 Driver's Licence with airbrake endorsement
- Emergency Management training or certification considered an asset

Knowledge, Skills and Abilities

- Firefighting and EMS medical practices and protocols
- Incident command, and officer-level leadership
- Emergency management systems, protocols, and EOC operations
- Public safety and regulatory enforcement principles
- Investigation and evidence-handling practices
- Occupational health & safety legislation and workplace safety practices
- Strong communication, leadership, organization, and problem-solving skills
- Understanding of the northern cultural and political environment



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Certification

I have read and understand this job description. I have been informed that it is a general description of the duties, responsibilities and qualifications required for my position which forms the basis for my classification level and against which my performance will be evaluated.

Employee's Signature

Date

I agree that these duties reflect the requirements of the job.

Director of Protective Services

Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

Senior Administrative Officer

Date