



## IDENTIFICATION

Department	Position Title	
Municipal and Community Affairs	Manager, NWT 9-1-1	
Position Number	Community	Division/Region
21-14974	Yellowknife	Public Safety/HQ

## PURPOSE OF THE POSITION

The Manager, NWT 9-1-1 is accountable for the operational management, planning, evaluation, improvement, and reporting of the NWT 9-1-1 program.

## SCOPE

The Manager, NWT 9-1-1 (Manager) is located in Yellowknife, and reports to the Director, Public Safety. The Manager, NWT 9-1-1 manages a team of Emergency Medical Dispatchers and an Emergency Systems Specialist. The Manager will also provide operational direction to Med-Response Emergency Medical Dispatchers when they provide coverage for the 9-1-1 Emergency Medical Dispatchers.

NWT 9-1-1 is available and accessible to all residents in the Northwest Territories. Emergency Medical Dispatchers will connect residents to available emergency services such as police, fire, rescue and ambulance services while also providing over-the-phone pre-arrival emergency instructions (e.g., talking callers through performing CPR or other basic first aid).

NWT 9-1-1 may also connect callers to pre-existing NWT emergency services, beyond basic police, fire and ambulance services, such as suicide crisis intervention (9-8-8), Kids Help Phone, NWT Help Line (8-1-1), on-call social workers, child protection staff, wildfire reporting and the Spill Report Line. NWT 9-1-1 links callers who do not speak English or French with interpretation services and incorporates technologies to connect with callers who have communication impairments.

The Manager may be required to cover dispatch shifts on short notice, possibly even after working a normal shift. Dispatch shifts are 12 hours (night and day shifts), sitting at a dispatch workstation to provide emergency services. While covering dispatch, the incumbent can alternate sitting and standing, perform desk stretches, and take breaks following critical



incidents, however the incumbent must be relieved before leaving the workstation, including at the end of a shift.

The Manager is responsible for the on-going NWT 9-1-1 awareness campaigns including public presentations, public education, school-age education, and media relations. Annual awareness campaigns will be specific to the type of calls made to NWT 9-1-1 by the public, ensuring only the public call-in emergency situations.

The Manager is also responsible for developing and implementing new strategic initiatives, such as the introduction of Next Generation 9-1-1 and other technological advances.

The Manager is responsible for an annual budget of \$1,527,000. The position has seven full-time direct report staff, including six emergency medical dispatchers and one emergency systems specialist. Additionally, there are multiple relief emergency medical dispatchers that report to the manager. The Manager is required to ensure continuous 24/7 staffing of NWT 9-1-1.

## **RESPONSIBILITIES**

### **1. Manages the 24-hour, 7 days a week, 365 day a year operations of NWT 9-1-1**

- Identifies human resources required to maintain/enhance current service(s) and/ or to plan for the delivery of future services and pending HR challenges.
- Conducts/reviews weekly audits of a random selection of calls to ensure staffs call process compliance with accreditation and medical protocols.
- Participates in the recruitment, placement, orientation and training of staff, and participates in developing strategies for staff retention.
- Ensures any continuing education, such as recertification training is completed before qualifications are outdated, and/or prior to any new service which requires certification.
- Further supports the educational needs of all staff via directly providing training, or through conferences, workshops, distance education programs and clinical practicums.
- Conducts employee performance evaluations, feedback, mentoring, coaching, annual objective-setting, and manages performance issues should they arise.
- Collaborates with Human Resources to assist staff with accommodation plans and progress.
- Collaborate with the Med-Response program to ensure 24/365 coverage for answering 9-1-1 emergency calls including surge, break, and mealtime support for the NWT 9-1-1 staff.
- Develops/implements/monitors/evaluates a staff scheduling plan for NWT 9-1-1 in association with the co-located Med-Response program, including the use of relief pools.
- Is on call, except when other NWT 9-1-1 staff is on call, to manage shift coverage – to ensure the continuance of the NWT 9-1-1 service.
- Manages the NWT 9-1-1 program and staff, within the allocated resources and in accordance with the Territorial Acts and Regulations, MACA policies and adherence to



professional regulations, standards and protocols while following an interdisciplinary model to maintain and enhance the health and wellness of the people of the NWT.

- Collaborates with the NWT 9-1-1 Medical Director (physician) to ensure safe, effective, and efficient coordination and medical direction of the pre-arrival basic medical instructions provided to callers calling for emergency medical services.

**2. Responsible for the financial management of the NWT 9-1-1.**

- Monitors and modifies the fee-for-service call-answer-levy financial model for NWT 9-1-1, including main and capital estimates, FMB submissions, monitoring and forecasting expenditures, variance reporting, public funding reporting, year-end activities, contracting functions, and ongoing financial evaluation.
- Manage the financial resources of the unit, including budget planning, expenditures, monitoring, and reporting, to ensure best value for expenditures made and receipt of revenue owing.
- Lead development and management of bi-lateral interjurisdictional/inter-departmental agreements with Med-Response, RCMP, and Federal and community emergency response agencies related to call transfer processes, business continuity, and accreditation.
- Lead development and management of contracts with telecommunications service providers in relation to the remittance and collection of the legislated call answer levy (revenue generation).
- Identify opportunities for potential economies of scale and improve public safety by integrating other 24-hour emergency call and dispatch operations into NWT 9-1-1.

**3. Responsible for planning, strategy, improvement, and long-term sustainability of the 9-1-1 program:**

- Recommends, develops and implements strategic initiatives, and identifies opportunities to sustain or improve NWT 9-1-1, direct dispatch, alerts, and public safety as a whole within the NWT.
- Ensure the design and operation of NWT 9-1-1 adhere to Federal and Territorial Acts and regulations as appropriate, such as the NWT 9-1-1 Act, NWT Emergency Measures Act, NWT Health Information Act, as well as GNWT policies and the Incident Command System.
- Collaborates with Federal Public Safety Departments (Canadian Security Intelligence Services, Royal Canada Mounted Police, Search and Rescue, Public Safety Canada, Canada Armed Forces), with GNWT public safety departments (Fire Marshal, Emergency Measures Organization, Justice, ECC,) and local first responder agencies (fire departments, ambulance services, municipal policing) to identify current and future delivery improvements, strategic direction, and requirements in public safety through consistent on-going territory-wide program development.



- Establishes service priorities and goals through accessing opportunities, risks, threats, including but not limited to incidents affecting or potentially affecting the safety and/or the well-being of individuals/mass casualty/ communities/regions/the NWT.
- Collaborates with all GNWT and NTHSSA departments/divisions to develop call process/procedures for public safety service areas.
- Develops written Emergency Communications Centre/NWT 9-1-1 procedures that align with National standards/policies; educates staff and monitor staff adherence to policies and procedures.
- Represent NWT 9-1-1 on GNWT interdepartmental, Federal, Provincial and Territorial committee meetings with respect to 9-1-1.
- Identify key areas of focus or enhancement in preparation for Next Generation (NG) 9-1-1 including technology upgrades, addressing and location databases.
- Develop Cabinet and Standing Committee briefing materials, and prepare briefing notes, responses to MLA questions and sessions reporting related to 9-1-1 services and programming.
- Prepare briefings, presentations and responses to questions from elected municipal government representatives in open public forums.
- Develop and provide briefings to municipal governments through annual general meetings of the NWT Association of Communities and the NWT Fire Chiefs Association.
- Provide advice based on best practice, national standards, accreditation standards and Canadian jurisdictional Acts and regulations in the development of the 9-1-1 legislative proposal and legislative drafting instructions, *NWT 9-1-1 Act* and subsequent regulations.

**4. Responsible for the management of the high exposure acute/chronic stress management program and workplace health and safety of the Emergency Communications Centre.**

- Foster a mentally healthy and safe workplace for a high exposure team.
- Ensure the establishment and ongoing management of a telecommunicator emergency response task force, critical incident stress management team, and peer-to-peer support teams.
- Ensure the development and management of the high exposure telecommunicator acute/chronic stress management program, including elements of mental health support in all aspects of NWT 9-1-1 operation.
- Participate fully in the telecommunicator acute/chronic stress management program.
- Play an active role in workplace health and safety through daily management: identifying prevention opportunities, ensuring staff are trained in incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.

**5. Plan and implement public relations and awareness campaigns.**



- Prepare responses to media requests for information, and participate in written, audio and video media interviews as required.
- Prepare public awareness campaigns and public education sessions for residents of all ages, and deliver, as required.
- Implement a comprehensive internal and external communications plan to keep stakeholders and the public informed about the development, implementation, and operation of the NWT 9-1-1 program.
- Consult and inform GNWT departments, community emergency service providers and external stakeholders on 9-1-1 programming and dispatch operations.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual environmental conditions.

### **Sensory Demands**

No unusual sensory demands.

### **Mental Demands**

The Manager will have daily indirect exposure via the team of Dispatchers and Med-Response members, and occasional direct exposure, to emergency situations, which will include illness, injury, violence, grief and other forms of direct and vicarious trauma. There is uncertainty in knowing what to expect while at work, and there is legitimate concern about being responsible for the lives of the public and emergency service workers. Decisions often have long-range and/or costly affects.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of 9-1-1 systems and programming, including the following:
  - Overall system construction.
  - Technical and resource requirements for a primary PSAP.
  - Relevant call handling and facility standards.
  - The role and function of wireline and wireless telecommunications networks and interconnectivity.
  - The function and general construct of required service agreements.
  - Oversight and administration of required legislation and regulations.
  - The design and administration of cost-recovery mechanisms.
  - Required policies and standard operating procedures.



- Knowledge of 9-1-1 software packages, database systems, software development tools, prototyping and modelling tools, multi-tier computing environments, hardware environments, operating systems and communication environments.
- Knowledge of quality assurance, budgetary forecasts and risk management.
- Knowledge of requests for proposals (RFPs) and contracting processes, and management of contractor performance.
- Knowledge of local governments and the environment in which municipal emergency service providers operate in the NWT.
- Knowledge of and experience with standard public relations practices and strategies, including public awareness and education campaigns.
- Knowledge and understanding of statutes and regulations and their administration.
- Ability to manage a budget and revenue generation of approximately \$1.3 million annually, and track finances.
- Ability to manage, develop and schedule shift work staff.
- Able to perform multiple tasks and services in a coordinated manner.
- Ability to plan and implement actions that achieve future goals.
- Ability to implement business plans and develop standards in a framework of policy and procedures and monitor compliance.
- Ability to write and review complex documents, including briefing notes and ministerial responses, as well as information-gathering and reporting needs through environmental scans and consolidating data into relevant information for presentation.
- Interpersonal skills and effective communication skills, utilizing tact and diplomacy, both orally and in writing.
- Ability to deliver clear, effective and functional presentations, adapting the content and style to be applicable to the intended audience.
- Ability to demonstrate systems thinking, leadership, and professional judgment.
- Organizational, time management, facilitation, organization, and project management skills, including attention to detail.
- Ability to determine and clarify problems and solutions via effective research and consultation with stakeholders.
- Ability to think analytically and relationally while solving complex problems.
- Ability to maintain calm, exhibiting controlled and professional behavior at all times on shift.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

**Typically, the above qualifications would be attained by:**



A diploma in Public Safety, Public Administration, or Leadership, combined with certification as an emergency medical dispatcher, and three years of experience in emergency service dispatch, one of which in a supervisor role.

Equivalent combinations of education and experience will be considered.

### **ADDITIONAL REQUIREMENTS**

As condition of employment the manager, NWT 9-1-1 must complete and pass the following prerequisites within the first year of employment, obtain and maintain the following licenses and certificates:

- Telecommunicator-specific eight-hour stress management course.
- Participate in the Telecommunicator Acute/Chronic Stress Management Program.
- Basic training of the Emergency Medical Dispatcher position (provided before doing live calls).
- Valid cardiopulmonary resuscitation (CPR-C) and wilderness or first responder first aid certificate.
- Complete Incident Management System/Incident Command System training level 300.

Training and certification in NWT 9-1-1 and Med-Response processes and systems will be provided before the incumbent begins to provide services.

#### **Position Security (check one)**

No criminal records check required  
 Position of Trust – criminal records check required  
 Highly sensitive position – requires verification of identity and a criminal records check

#### **French language (check one if applicable)**

French required (must identify required level below)  
Level required for this Designated Position is:  
ORAL EXPRESSION AND COMPREHENSION  
Basic (B)  Intermediate (I)  Advanced (A)   
READING COMPREHENSION:  
Basic (B)  Intermediate (I)  Advanced (A)   
WRITING SKILLS:  
Basic (B)  Intermediate (I)  Advanced (A)   
 French preferred

#### **Indigenous language: Select language**



- Required
- Preferred