POSITION DESCRIPTION

Emergency Management Coordinator

COUNTY OF WASHINGTON, VIRGINIA

The following is excerpted from Section 02-03 the Washington County Board of Supervisors *Personnel Policies and Procedures Manual for Administrative Division Employees*:

02-03 POSITION DESCRIPTIONS

A written Position Description shall be established by the County Administrator and approved by the Board of Supervisors for all permanent/full-time and permanent/part-time Administrative Division positions. Generally, Position Descriptions shall contain a statement as to the *General Description of Responsibilities, Examples of Work*, and *Qualifications* for the position.

Position Descriptions are intended to serve as guidance and reference documents with respect to the scope, responsibilities and authority of Administrative Division positions. They are not intended and should not be interpreted to be binding or limiting with respect to a position, nor shall the *Qualifications* set forth for a position be considered absolutely essential or required in all instances with respect to filling vacancies in a position. The Board of Supervisors and the County Administrator reserves the right to fill vacancies in positions by hiring persons appearing the best suited for such positions, all factors being considered, regardless of whether that person meets all stated *Qualifications* within a Position Description.

EMERGENCY MANAGEMENT COORDINATOR

General Description of Responsibilities:

Under the general direction of the County Administrator, oversees the County Department of Emergency Management and is responsible for overall organization, planning, direction, coordination and improvement of functions and activities of the County's fire, rescue and other emergency response organizations to ensure appropriate, adequate and timely response to various emergency situations within the context of a primarily private, volunteer-based system of fire and rescue units. Generally responsible for the organization, management, operation and improvement of the County's E-911-based emergency communication system (telephonic, radio, geographic and other information systems technologies) and other related communication systems in close coordination with the County Department of Information Systems and Washington County Sheriff's Office. Serves as the County's coordinator of emergency management pursuant to § 44-146.19 of the Code of Virginia. General duties include responsibility for the overall operation of the department including day-to-day delivery of all services, planning and analysis of present and future needs, and management of all departmental personnel, resources and facilities. Responsibilities include the supervision of all assigned employees, developing and managing the approved departmental budget, and pro-actively responding to the needs of emergency response organizations, personnel, citizens and elected officials. Significant public contact is required and the position requires independent decision-making and action. Problems encountered range from routine to complex in nature.

Examples of Work:

1. Plans, programs, directs, coordinates, monitors performance of and evaluates fire, rescue and emergency response organizations functions, operations and capabilities, including developing and maintaining an overall assessment and inventory of personnel, equipment, vehicle and facilities. Evaluates and alters as necessary service district boundaries for fire and rescue units in coordination with unit leadership.

2. Oversight and operation of the County's E-911-based emergency communication system (telephonic, radio, geographic and other information systems technologies) in close coordination with the County Department of Information Systems and Washington County Sheriff's Office.

3. Reviews and makes recommendations to County Administrator and Board of Supervisors upon all requests for County funding from fire, rescue and other emergency response organizations for operational support, personnel expenses, and vehicle and equipment purchases. Identifies need for, develops and reviews/monitors various agreements, contracts, permits, etc. to ensure proper relationships between and performance criteria/expectations of fire, rescue and other emergency response organizations. As departmental resources permits, provides assistance to fire, rescue and other emergency response organizations in financial management and insurance billings.

4. Develop departmental strategic goals and work plans, and coordinates all work plans with fire, rescue and other emergency response organizations, County Administrator and other County elected/appointed officials and employees to meet departmental goals and objectives. Evaluates departmental progress toward strategic goals, revises and reviews work plans as necessary to meet departmental objectives. Develop, update, maintain and distribute various official plan and other resource documents, including County Emergency Operations Plan. Develop/maintain departmental webpage on County website. Coordinates meetings and work of Local Emergency Planning Committee and such other committees, boards and other bodies as may be involved or concerned with departmental affairs and operations.

5. Identify and facilitate needed training of volunteer personnel for rescue, firefighting, group sheltering, and other emergency response operations. Develops, facilitates, participates in and evaluates unit performance during various training seminars and exercises, including mock disaster exercises. Identify and develop operational protocols for fire, rescue and other emergency response organizations to ensure efficient, effective, economic and safe responses and delivery of services.

6. Maintain regular communications with and act as liaison between department, County Administrator, Board of Supervisors and the various County fire, rescue and other emergency response organizations.

7. In coordination with the Washington County Sheriff's Office, develop, equip, and maintain a primary County Emergency Operation Center, (EOC) in a constant state of readiness from which to direct operations in time of County-wide emergency.

8. Prepare/submit various reports to state and federal authorities relative to County emergency services and response capabilities, and fulfill all requirements as set out under law/regulation for county coordinators of emergency management or equivalent positions. Serve as hazardous materials coordinator for the County. Provide periodic activity reports of all departmental and fire, rescue and other emergency response organization activities, issues, challenges, and successes.

9. Advises, updates and serves as point of public, press and official contact for all issues related to County public safety and emergency management. Coordinate with other involved agencies on all matters of mutual interest. Provide field-response as necessary to emergency incidents to provide assistance on-scene with command coordination and resource management, allocation and logistics. Coordinates activities of all emergency relief/assistance organizations during disasters and subsequent recovery operations in-County.

10. Identify and prepare/submit applications for grant and other funding sources related to County emergency services and departmental needs and provide for proper grant administration and compliance. Identify needs for both professional and non-professional consulting and other services necessary for proper departmental operations, undertake proper procurement of same and oversee effective, economic and efficient provision of contracted services.

11. Performs necessary administrative duties required for the operation of the department, including managerial oversight of departmental personnel and departmental budget preparation and administration. Perform departmental employee performance evaluations and prepare employee training and development improvement plans. Formulates and implements departmental policies, procedures, rules, regulations and guidelines. Investigate any and all complaints regarding activities of departmental personnel and follow up with appropriate parties to the complaint, including disciplinary actions in accordance with County and/or departmental policies.

12. Perform such other duties as may be assigned by the County Administrator or by the County Director of Emergency Management during declared local emergencies.

Employees Directly Supervised:

Various personnel as may be assigned to department.

Qualifications:

Education and Experience:

Associate's Degree required; Bachelor's Degree strongly preferred. Certification as Firefighter I or EMT-B or equivalent (at minimum) by the Commonwealth of Virginia or other state within last 10 years strongly preferred. Must have current or shall obtain at least one of the following Certificates within 3 years of employment:

(1) Federal Emergency Management Agency (FEMA) Professional Development Series (PDS) Certificate*, or

(2) International Association of Emergency Managers (IAEM) Certified Emergency Manager (CEM) or Associate Emergency Manager (AEM) Certificates

Supplemental formal training and education in emergency management, government or business administration/management, and/or personnel management preferred. Must be able to obtain/maintain any required certifications or other designations as may be established for the position by the state or federal government. (Note: Failure to obtain/maintain required certifications/designations is grounds for termination of employment; 3-year time period to obtain initial certification in (1) or (2) herein may be extended by County Administrator with adequate progress; other required certifications/designations must be obtained/maintained within timeframes specified by state/federal agencies.)

*FEMA Advanced Professional Series (APS) Certificate strongly preferred

Knowledge, Skills, and Abilities:

Minimum 3 years experience in direct supervision of personnel required; experience in supervising staff in a current or previous emergency management position or related field strongly preferred. Experience working with volunteers, especially fire and emergency medical responders, and quasi- and non-governmental volunteer organizations strongly preferred. Strong familiarity of the National Incident Management System (NIMS) and the Incident Command System (ICS). In-depth knowledge of the Superfund Reauthorization Act (SARA TITLE 111, and ability to participate in an active role providing coordination and leadership in the federally mandated Local Emergency Planning Committee (LEPC) on all issues relating to the LEPC, to include a good working relationship with representatives of local industries and businesses who use, store or transports chemicals subject to the Tier Two required reporting. In-depth knowledge of emergency management and its structure, at the local, state and federal level, practices, and procedures, and working knowledge of county governmental operations and organizations strongly preferred. Ability to establish and maintain productive relationships with other employees, local, state, and federal representatives, and the general public. Ability to prepare and maintain complex records and prepare standardized reports. Ability to conduct grant research and prepare grant applications and reports. Ability to communicate effectively, especially in emergency situations. Must possess/maintain valid driver's license.

Position will be expected to fulfill responsibilities with no or limited clerical assistance; adequate wordprocessing skills using Word are required; general experience with Excel spreadsheet applications and Adobe PDF will be helpful. Position will interface with a variety of computer-based technology applications and will be expected to develop/maintain a fundamental understanding of such technologies and their application to departmental goals and objectives.

Position Description First Approved and Adopted: 1996
Latest Revision: 2009

Position Class:	Manager	**Status:**	Permanent/full-time
FLSA Status	Exempt	**Initial Starting Salary Range:** $45,000 - $55,000	

OVERVIEW

WASHINGTON COUNTY DEPARTMENT OF EMERGENCY MANAGEMENT

(Additional Information for Applicants for Position of Emergency Management Coordinator

Washington County's Department of Emergency Management was established by the County Board of Supervisors in the 1970's, first as the County Civil Defense Office and later evolving into the County Department of Emergency Services by the mid-1980's. Originally overseen by various members of the Board of Supervisors annually appointed as the County's director of emergency services pursuant to Virginia law, in 1996 the Department was placed under the Office of County Administrator as one of ten departments within the Administrative Division of the County government. During initial development and implementation of the County's E-911 system in the 1990's, the Department expanded to five employees and was also responsible for the operation of County Central Dispatch, providing radio communication dispatching for law, fire and rescue units operating within Washington County and its three Towns (Abingdon, Damascus and Glade Spring). By the late 1990's the Department was reduced in personnel that of the Emergency Services Coordinator's position only, with responsibility for County Central Dispatch being transferred to the Washington County Sheriff's Office.

In recognition of the changing environment in which volunteer-based fire and rescue units serving the County operate, and in view of the pending retirement of the County's long-serving Emergency Services Coordinator, in 2008 the County Board of Supervisors commissioned a consultant study to chart a new direction for County government involvement with emergency services. The study suggested the County focus in the coming years on re-assumption of responsibility for emergency communications and on improving the provision of emergency medical services to ensure better coordination between law, fire and rescue units. Specifically, the study concluded that Washington County should reorganize its Department of Emergency Services as the County Department of Emergency Management, charged with overall administrative responsibility for emergency management, coordination of emergency communications, and County emergency medical services. The present department head position of Emergency Services Coordinator should be expanded in scope and responsibility and re-titled as the County's Emergency Management Coordinator and remain under the Office of County Administrator. The study further recommended that additional specialized staff be added to the Department; specifically, (1) an Emergency Communications Supervisor who would supervise and direct the activities of the Department's Emergency Communications Center (a.k.a. County Central Dispatch), and (2) a Captain of the Department's Emergency Medical Services Unit who would supervise and direct the activities of career and volunteer emergency medical services staff supporting volunteer-based rescue units throughout Washington County.

It is anticipated the principal focus of the new Emergency Management Coordinator during the first year will involve discussions and coordination with the Washington County Sheriff's Office to transition radio dispatch functions and personnel to employment under the Department as part of its Emergency Communications Center operations. All hiring and supervision of dispatching staff, 911 call-takers and other related personnel and functions with the exception of Virginia Crime Information Network (VCIN) and National Criminal Information Center (NCIC) database access activities would then become the responsibility of the Department. These discussions will take place in the context of the physical relocation of the Washington County Sheriff's Office and the current County Central Dispatch to the recently-acquired Washington County Public Safety Building, a 54,000 square foot renovated facility located just outside of Abingdon where office space for the Department of Emergency Management will also be provided beginning in the fall of 2009 (relocation of County Central Dispatch to the Public Safety Building is slated for 2010). At the time the County Central Dispatch is relocated, it will undergo a significant technical upgrade to its equipment and dispatching capabilities involving the purchase and implementation of a next-generation 911 communication switch, integrating the microwave link from the County's main radio tower to the new location, and positioning the Emergency Communications Center to be part of a fail-over regional solution.

Beginning in County Fiscal Years 2011 through 2013 and beyond, the focus of the Department of Emergency Management is anticipated to shift toward planning and coordination of the transition of existing paid emergency medical services (EMS) personnel presently employed by certain volunteer-based rescue units to direct employment by the County, and to recruiting new career EMS personnel to County employment and assigning them to assist other volunteer units across the County. Under this plan, County career EMS personnel would augment and assist volunteer rescue units in meeting their emergency response, administrative, training, and general maintenance duties and responsibilities under written agreement between the units and Department. The County presently provides direct funding to several volunteer rescue units to employ a limited number of EMS personnel on a full-time basis. As the need for paid EMS personnel increases Countywide in the coming years, direct employment of such personnel by the County will provide better training opportunities, personnel management, retention and employment benefits than the volunteer units can provide. The initial objective is to eventually provide at least two County career EMS personnel to cover one shift daily for each volunteer rescue unit that needs personnel support due to weakness it its volunteer base. The position of Captain of the Department's Emergency Medical Services Unit would be authorized and filled during this period, and would be a working supervisor position serving as the County chief training/certification and technical assistance provider in the field to both County career and volunteer EMS personnel as well as cover shift vacancies as may be needed.

The position of Emergency Management Coordinator involves a number of other key roles and responsibilities described generally within the Position Description. The position will be a challenging and rewarding one for a highly-motivated and experienced individual. The Overview provided here is intended to provide a general description of the County's anticipated direction and priorities with respect to the position and Department of Emergency Management for the benefit of persons interested in this position.