

CITY OF GRANDE PRAIRIE JOB DESCRIPTION

A. IDENTIFICATION:

POSITION TITLE: Emergency Services Dispatch Supervisor
DEPARTMENT: Fire
SUPERVISOR: Deputy Fire Chief
SUPERVISES: Emergency Services Dispatchers (Full-time, Part-time and Casual)
CLASSIFICATION: Emergency Services Dispatch Supervisor

B. PURPOSE:

The Emergency Services Dispatch Supervisor is a working supervisor position that is responsible for providing effective line supervision to all Emergency Services Dispatchers while ensuring that standards of service are maintained in the performance of all duties and to undertake the duties of an Emergency Services Dispatcher as required.

C. DUTIES AND RESPONSIBILITIES:

1. The employee is responsible and accountable for knowing and working in accordance with the department's Health & Safety Policy. The employee must work in such a way as not to endanger himself/herself, fellow employees or the public.
2. As required, shall perform the duties and responsibilities of an Emergency Services Dispatcher in accordance with the Emergency Services Dispatcher job description.
3. Shall provide effective supervision to Emergency Services Dispatchers on operational duties:
 - a) Monitor and evaluate emergency call answer and dispatch activities and correct deficiencies as required.
 - b) Conduct quality assurance reviews of emergency calls in accordance with established guidelines.
 - c) Ensure City and Department policies are complied with and assist with the development of any new policies.
 - d) Involvement in employee wellness including requesting the establishment of a Critical Incident Stress Debriefing process where appropriate.
4. Shall provide the Deputy Fire Chief with evaluations and personal performance appraisals for all Emergency Services Dispatchers:
 - a) Ensure all Emergency Services Dispatchers have an up-to-date Individual Performance Plan (IPP).
 - b) Complete annual performance appraisals for all Emergency Services Dispatchers.
 - c) To be the first step in dealing with performance issues.
5. Shall evaluate radio, telephone and computer problems and work to resolve the same with the appropriate repair personnel:
 - a) Shall be the day-to-day liaison with Telus 9-1-1 technical support system.
 - b) Shall be the day-to-day liaison with local radio, telephone and computer technicians.
 - c) Shall be the day-to-day liaison with inter-departmental and external system users and customers to ensure their needs are being met.
 - d) May work as part of a committee to maintain or upgrade communication equipment or process.
 - e) Work on the CAD system at the Administrator level and provide liaison with the CAD vendor as needed.
6. Provide follow-up calls to the public, external agency or customer inquiries:
 - a) Keep Management informed of complaints and follow up action taken.
 - b) Work with our Partners to resolve issues around 9-1-1 and dispatch.
7. Represent the Emergency Communications Centre at internal and external inter-agency meetings from time to time:
 - a) Ensure accurate records are kept of Communication Meetings.
 - b) Assist with presentations to potential customers and other agencies as needed.

8. Responsible for the support functions related to the operation of the Emergency Communications Centre:
 - a) Establishment of part-time and casual shift schedules for the Emergency Communications Centre on an ongoing basis.
 - b) Arrange for replacement coverage using Casual Emergency Services Dispatchers where possible.
 - c) Prepare the annual Emergency Communication Centre Statistical Report.
 - d) Assist in the recruitment and selection process for new Emergency Services Dispatchers.
 - e) Research and report on appropriate assignments as required.
 - f) Responsible for health & safety issues for the communications area.
9. Responsible to ensure that regular health & safety inspections of the Emergency Communication Centre are conducted and documented and that timely corrective action is taken.
10. Develop and deliver dispatcher skills maintenance training and external public awareness programs for the Communication Centre:
 - a) Provide an annual draft Training Plan to Management for Dispatchers.
 - b) Ensure that the new dispatcher recruit training program material is up-to-date.
 - c) Facilitate department sponsored 9-1-1 and Emergency Communications Centre related public awareness program as required.
 - d) Chair and lead the Continuous Quality Improvement Program.
 - e) Prepare appropriate administrative reports for Management as required.
11. Responsible for dispatcher evaluation, advancement training and advancement testing and co-ordination of recruit training.
12. Be available for emergency call back to perform duties for which he/she is qualified.
13. Attend and participate in appropriate job related training and educational events as well as appropriate department related planning and informational meetings.
14. Maintains proficiency in the operation of all necessary technology to fulfill job requirements.
15. May participate on Department Committees.
16. Actively participates in City of Grande Prairie Individual Performance Plans and reviews. Meets department standards of performance.
17. Supports the department Business Plan within the scope of the employee's job description and as provided for in the Career Development Agreement.
18. Perform such other tasks necessary to maintain the continuity of the Fire Department within the scope of the employee's job.

D. QUALIFICATIONS:**MINIMUM QUALIFICATIONS (Required to apply for this position)**

- Minimum of five (5) years service with the Grande Prairie Fire Department as a full-time Emergency Services Dispatcher.
- Maintains the qualifications of Emergency Services Dispatcher.

FULL QUALIFICATIONS (To be attained through Individual Performance Plans)

- Meets or obtains the following certification:
 - Emergency Medical Dispatch (EMD) – Q
 - Emergency Fire Dispatch (EFD) - Q
- City of Grande Prairie approved Leadership Training Certificate.
- City of Grande Prairie approved Leadership for Safety Excellence Training Certificate.