

GENERIC JOB DESCRIPTION

| IDENTIFYING INFORMATION | |
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| Community of Practice | Consular, International Operations, Security and Emergency Management |
| Sub-COP | Security & EM - Readiness |
| Title: | Readiness Program Officer |
| Level: | LE-07 |
| Generic Number: | |

PRIMARY PURPOSE

*Employees in the Readiness Management Sub-community of Practice, where Readiness encompasses Emergency Management (EM) and Security, are responsible for the management of the four pillars of Emergency Management (mitigation, preparation, response and recovery) and the identification, assessment, monitoring and management of risks related to mission security. In meeting this mandate they facilitate the government's consular mandate to ensure the wellbeing of the Canadian Community abroad in a time of crisis, the business continuity of the mission to provide these services and the establishment of the necessary conditions and environment to allow for the development, enhancement, and continuous improvement of security and emergency management measures. **Within this context, the position has as a primary responsibility to enable the Readiness Program of the mission.***

CONTEXT & PARAMETERS

The position is an **officer-level** position of the Community of Practice (COP).

As per the organizational model, the position typically reports to the Program Manager or Deputy Program Manager responsible for mission readiness. The position may supervise and oversee contracted guards and/or a Readiness Assistant. When the Readiness Program Officer is part of the overall organizational design of the mission, he/she may supervise local guards and administrative LES staff.

KEY ACTIVITIES

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| 1. | Delivers activities in support of the Readiness Program of the mission or accredited portfolio of missions. |
| 2. | Delivers and provides support for consular-emergency management services to assist Canadians abroad, develops mission contingency plans for consular assistance, supports the coordination of the Warden network and the Canadian response during an emergency. |
| 3. | Delivers and supports emergency management training, workshops sessions, drills, briefings, presentations and functional exercises. |
| 4. | Researches and monitors changes to local developments, trends, events or potential threats that could have a significant effect on Canadian interests and reports them to the supervisor. |
| 5. | Gathers and analyses information to draft briefings, reports and other materials. |
| 6. | Represents the mission's interests and supports liaison activities with foreign authorities to discuss joint initiatives or exchange information. |
| 7. | Establishes and maintains a network of relationships, within the foreign government, other diplomatic missions, local or international organizations. |
| 8. | Provides advice and recommendations to the Program Manager and overall advice and guidance to mission staff. |
| 9. | Assists with the day to day management of the program budget. |
| 10. | May supervise staff. |

KNOW-HOW

Knowledge of the readiness program, including relevant process and policies and operating procedures to deliver operational security measures and respond to incidents or emergency events. As well as knowledge of the local, regional and state-level EM system.

Knowledge and skill in risk analysis and business continuity planning practices and principles to maintain emergency plans for the mission and its personnel (including during travel).

Knowledge of relevant legislation: local (host country), Canadian, and international to ensure compliance of activities.

Knowledge of physical emergency management and security systems (CCTV, radio, alarms, etc) to operationally support the security of the mission and assist with physical security projects or inspections.

Knowledge of the local political-economic, cultural and security environment.

Knowledge of open-source data, social media tools to monitor events and local developments.

A practical knowledge of administrative and financial procedures to assist in verifying payment requests and invoices, budget management and to provide general administrative support.

Knowledge of techniques in quality control and reporting.

Knowledge of software and information management systems used by the Readiness program to use databases, produce reports or written materials.

Communication skills are required to deal with and ensure collaboration with local authorities (host government, law enforcement, hospitals, etc), other missions and organizations as well as private sector/service providers (transportation, hotels, contractors etc).

Communication skills are also required to provide briefings to mission staff and families, increase security culture, awareness and adherence of procedures by staff at the mission.

Communication skills are required to provide advice to the supervisor on potential threats or risks or the need for drills, exercises or training at the mission.

PROBLEM-SOLVING & ACCOUNTABILITY

Responsible for providing support for the Readiness Program Manager at the mission and for organizing tasks and activities.

May be responsible for supervising locally engaged guards and/or a Readiness Assistant.

Responsible for assisting with the management of the program budget.

The position may be required to participate in working groups or exercises.

The position contributes to the business continuity of the mission and its operations and for the security of staff and dependants, information and assets.

Representation and networking activities also assist in fostering contacts and relations within the host country and contributes to Canada's greater image and relationships.

WORKING CONDITIONS

The work is primarily performed in a controlled office environment.

The work requires a high level of focus during meetings and/or while reviewing documentation.

The work is subject to fluctuating and conflicting priorities and unpredictable demands or issues.

Obtaining cooperation of others can be stressful.

There is a requirement to work long hours during crises or emergency situations as well as for events or visits.

There is a requirement to travel within the city/country/region with exposure to various levels of unsanitary and unsafe working conditions.

The work is subject to exposure to stress from having to deal with highly complex, emotionally charged security or emergency situations and from dealing with individuals who are distressed.