

FIRE DEPARTMENT
SANTA CLARA COUNTY

COMMUNITY RISK PROGRAM DIRECTOR

DEFINITION

The Community Risk Program Director is responsible for the day-to-day administration and management of community risk programs and community risk personnel. The Community Risk Program Director plans, organizes and oversees the community education and risk reduction, emergency preparedness, wildland urban interface, Community Wildfire Protection Plan (CWPP) and other related programs and services within the Department.

Work is performed under general direction of the Deputy Chief/Director of Fire Prevention. This classification is a Fair Labor Standards Act exempt position and is a represented position in the Classified Service.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the next higher classification of Deputy Chief/Director of Fire Prevention in that the latter has overall responsibility for the Department-wide fire prevention functions, whereas the Community Risk Program Director manages the day-to-day functions of the community risk personnel. The Community Risk Program Director is distinguished from the next lower classification of Senior Community Risk Specialist in that the latter is the first-level supervisor for the Community Risk Specialist classification series and has no administrative responsibilities, whereas the Community Risk Program Director acts as the immediate supervisor to the Senior Community Risk Specialist classification.

EXAMPLES OF DUTIES

Duties may include but are not limited to the following:

- Manage, direct, and supervise the activities, functions, and programs performed by the Senior Community Risk Specialist, Community Risk Specialists and other assigned personnel as well as ensure that all Department program and service obligations with the cities/towns are met.
- Oversee the development, organization, coordination, and implementation of the community education and risk reduction program (e.g. fire safety, injury prevention and emergency preparedness) including community risk analysis and wildland fire protection programs.
- Oversee community risk staff training, career development and mentoring; identify and resolve personnel related issues; provide appropriate feedback and guidance, including employee recognition and progressive discipline as necessary.
- Conduct regular team meetings to discuss projects, priorities and assignments, track and distribute staff progress and action items.

EXAMPLES OF DUTIES (continued)

- Evaluate the effectiveness and relevancy of the Department's community education and risk reduction programs and services, identify and implement modifications to achieve quality, standardization, sustainability and operational improvements.
- Assign and monitor community risk personnel projects and assignments and make workload adjustments as appropriate.
- Identify, develop, review and implement protocols and standard operating procedures to meet established goals.
- Work closely with the Department's public information staff to develop and coordinate education and risk reduction media campaigns and ongoing social media and public outreach efforts.
- Meet with and present to community groups, city / town representatives, commissions, councils, boards, and committees to represent the Department's interests and address community safety issues, needs and concerns.
- Provide expertise to local government and partner organizations on fire safety, injury prevention, emergency preparedness, wildland fire protection, community hazards and risk assessments.
- Assist Personnel Services in writing job specifications, participate in recruitment and hiring activities for community education and risk reduction staff positions as appropriate.
- Review, revise, edit and approve Department community education and risk reduction publications and digital media products; verify accuracy of content, including referenced laws, statistics, technologies and current industry standards and practices.
- Prepare community risk reduction program budget, monitor personnel costs and procurement.
- Develop community risk reduction strategic goals and objectives, write project plans, implement and evaluate outcomes.
- Conduct analytic studies, maintain records, prepare reports and deliver presentations.
- Write policies, procedures, notices and memorandums.
- Attend meetings, trainings and conferences as required.
- Confer with appropriate Department superior officers on personnel concerns, jurisdictional priorities and policy and procedural matters.
- Undertake special projects and duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: Equivalent to possession of a bachelor's degree from an accredited college or university in education, communications, public relations, health and human services, business administration or a field of study related to the work. The qualified candidate must possess a minimum of eight (8) years of increasingly responsible experience in community risk reduction program development and management in the public sector or related domain; three (3) years of which must have been performing supervisory duties.

As a condition of employment, an incumbent who has not successfully completed and passed the California State Fire Marshal (CSFM) coursework indicated below will be required to do so within 12 months of employment or when courses become available.

- Fire Marshal 1A: Administration and Professional Development
- Fire Marshal 1B: Community Relations & Fire and Life Safety Education
- Fire Marshal 1D: Community Risk Reduction Program Management

Highly Desirable: Certifications or training related to community risk reduction, domestic preparedness, education, digital media, communication studies and /or public relations.

Knowledge Of:

- Principles of administration and personnel management, including human relations, supervision, and training.
- Principles, practices, and planning strategies of community risk reduction education, including fire safety, injury prevention, emergency preparedness and community wildfire protection.
- Local geography and knowledge of significant fire potentials within identified wildland urban interface areas, water supplies, and access/egress issues.
- Training principles, curriculum development and design, teaching methods and practices related to community outreach and risk reduction programs.
- Communication techniques and technology methods; creative ways to communicate information via written, oral, and visual media.
- Computer software programs including Microsoft Word, PowerPoint, FileMaker Pro and Excel to prepare statistical data, correspondences, written reports, and presentations.
- Applicable local, State, and Federal laws and regulations as they pertain to fire departments and community risk reduction.
- Department policies, rules, regulations and operational procedures.
- Government agencies and community organizations programs, services and resources, particularly those that serve high-risk, vulnerable and underserved populations.

Skill In:

- Supervisory and leadership techniques and methods of motivating staff and others to perform effectively and efficiently.
- Setting achievable goals for self and others and making progress toward accomplishing those goals; analyzing performance data and providing feedback to others.
- Research techniques, methods, and procedures for gathering and interpreting information and data.
- Electronic spreadsheets, word processing, and database software.
- Training, influencing and mentoring others.

Ability To:

- Effectively plan, direct, supervise and coordinate the activities of the community risk personnel.
- Develop, plan, promote coordinate, and implement programs and direct complex projects from concept to fully operational status.
- Advance Department initiatives, implement organizational changes and resolutions to conflict.
- Work in unison with cross-functional teams managing multiple projects, priorities and timelines.
- Collaborate with engaged civic leaders and diverse community groups to advance Department initiatives and achieve mutual goals.
- Lead community strengthening multi-agency, multi-jurisdiction collaborations.
- Maintain current knowledge of fire codes and ordinances, emerging trends, technologies, statistics, information, recalls, legislation and mandates related to community safety, wellness and preparedness.
- Analyze situations, research information, make observations, seek clarification and make appropriate recommendations.
- Effectively manage personnel, including the maintenance of discipline and performance standards.
- Accurately interpret and explain Department rules, regulations and policies.
- Demonstrate professional discretion in political environments and maintain a calm and professional demeanor in difficult situations.

Ability To: (continued)

- Communicate professionally and maintain harmonious working relationships with both individuals and groups contacted in the course of work.
- Prepare clear and concise reports; speak and write effectively.
- Work irregular or protracted hours and respond promptly to call-backs.

Working Conditions/Physical Demands: Requires sitting and standing for extended periods of time, primarily in an office environment; finger dexterity and the ability to grasp objects with the fingers and palm; climb, stoop, crawl, kneel, crouch, push, pull, reach, stand, and walk for periods of time; lift up to 25 pounds.

Required License: Possession of a valid state of California driver's license.

Pre-Employment Requirement: The candidate must complete and pass a Live Scan fingerprinting, background check, psychological evaluation, and complete a medical examination.