

FIRE DEPARTMENT
SANTA CLARA COUNTY

SENIOR PROGRAM SPECIALIST

DEFINITION

The Senior Program Specialist is a supervisory position that performs more difficult and complex assignments including program management. Dependent upon the assignment, the Senior Program Specialist organizes and directs activities related to emergency management (e.g., Emergency Operations Plans (EOP), Emergency Operations Center (EOC) readiness), community risk reduction education (e.g., fire safety, injury prevention and preparedness), and/or community based volunteer programs (e.g., Community Emergency Response Teams (CERT)); and acts as a liaison between the Department jurisdictions and government agencies.

The work performed by the incumbent is under the direction of the Deputy Director of Emergency Management or the Community Risk Reduction Manager.

The incumbent may temporarily assume the duties of the Deputy Director of Emergency Management or the Community Risk Reduction Manager as determined by the Director of Emergency Management and/or the Deputy Chief/Director of Fire Prevention.

This classification is a Fair Labor Standards Act non-exempt, represented position in the Classified Service.

DISTINGUISHING CHARACTERISTICS

The Senior Program Specialist is distinguished from the Deputy Director of Emergency Management and the Community Risk Reduction Manager of Community Education Services in that the Deputy Director of Emergency Management and the Community Risk Reduction Manager manage their respective programs and supervise the Senior Program Specialist assigned to their unit. The Senior Program Specialist supervises and directs the day-to-day activities of the Program Specialist I and Program Specialist II.

EXAMPLES OF DUTIES

Depending upon assignment, duties may include but are not limited to the following:

- Supervise, train, and evaluate the work assignments of the Program Specialist I and Program Specialist II.
- Develop, prepare, plan, schedule, coordinate, and conduct training, including providing emergency management, community based volunteer support and/or community education to county representatives, city staff, and community stakeholders.
- Formulate, coordinate, implement, and promote programs with other government agencies and community-based organizations; ensure programs are in compliance with government requirements and ensure program goals and objectives are accomplished.
- Research, develop and implement Community Risk Reduction Strategies as directed.
- Prepare and develop emergency management, community education, community based volunteer programs, outreach programs, plans, drills, and exercises.

EXAMPLES OF DUTIES (continued)

- Develop, maintain, review, and revise elements of emergency management plans, community risk reduction education programs, and/or community based volunteer programs to be in compliance with state and federal regulations.
- Provide expertise to local government and community organizations on fire safety and emergency preparedness, hazards, and risk assessments in accordance with their respective policies and procedures, codes, and ordinances.
- Assess and evaluate local jurisdiction training needs; recommend and develop appropriate training exercises and programs.
- Participate in operational area training and exercises as needed.
- Collaborate, liaison, and provide assistance to representatives from local government jurisdictions, businesses, homeowners, and volunteer groups.
- Act as the Department's representative to city, county, regional, and state working groups and committees to include multi-jurisdictional coordination and planning.
- Research and prepare written documents including correspondence, reports, emergency plans, standard operating procedures, evaluations, and recommendations.
- Research, establish, and organize a variety of records to document and maintain continuity of service.
- Develop and design pamphlets and literature handouts including press releases and public service announcements to the media.
- Assist with managing and developing budget
- May be assigned duties in other department programs at the discretion of the Director of Emergency Management and/or the Deputy Chief/Director of Fire Prevention.
- Work irregular or protracted hours and respond promptly to call-backs.
- May be assigned to the Emergency Operations Center during activations.
- Perform other duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: Equivalent to graduation from a four-year college or university with major course work related to emergency management, education, public administration, business, communication or a field of study that is related to the work; and a minimum of two (2) years in a full time supervisory position or three (3) years in a lead capacity in emergency management, emergency response, program development and coordination, training, community outreach, or any related field to the work-

Or

An associate's degree and a minimum of four (4) years of which two (2) of these years are in a lead capacity in a broad and increasingly responsible full time position in emergency management, emergency response, program development and coordination, training, community outreach or related field to the work.

EMPLOYMENT STANDARDS (continued)

Highly Desirable: Dependent upon assignment, certifications or training related to program management and development, certifications in emergency management, fire science, domestic preparedness, education, and/or community based volunteer programs.

The following knowledge, skills and ability requirements are dependent upon assignment:

Knowledge Of:

- Principles, practices, and procedures of emergency management, community risk reduction education and community-based volunteer program administration and fire prevention.
- Best practices in progressive emergency management, community-based volunteer program management, and community risk reduction strategies.
- Community based volunteer programs such as Community Emergency Response Teams (CERT) and similar community based volunteer programs.
- Federal, state, and county regulations pertaining to Disaster Service Workers (DSW) and community based volunteer programs.
- Applicable local, state, and federal laws and regulations to ensure legal compliance as they relate to emergency management plans, emergency preparedness, home, school, workplace fire safety, and/or injury prevention.
- Department regulations and operational procedures.
- Training principles, curriculum development, training design, teaching methods and instructions related to emergency management, community emergency preparedness and community risk reduction programs.
- Communication and dissemination techniques and methods; creative ways to communicate information via written, oral, and visual media.
- Computer software programs including Microsoft Word, PowerPoint and Excel to prepare statistical data, correspondences, written reports and presentations.
- Project management concepts and whole community planning concepts.
- Community resiliency and recovery.
- Basic budget management and development.

Ability To:

- Supervise, mentor, and train subordinates.
- Effectively integrate and participate in high functioning work teams.
- Collaboratively partner with multiple jurisdictions and agency partners resulting in productive outcomes.

Ability To: (continued)

- Plan, develop, promote, coordinate, and implement programs.
- Effectively manage timelines, priorities, project deadlines, and provide updates when requested.
- Demonstrate professional discretion in political environments.
- Use media production, audio-visual equipment, communication, and dissemination techniques and methods including alternative ways to inform and communicate via written and oral; use other training aids.
- Review, revise and develop plans, annexes, and guidance documents.
- Assist with managing and developing the program budget.
- Assist with emergency management and community education procurement.
- Write and prepare clear, concise, and grammatically correct reports and correspondences.
- Function independently and assume responsibility for decisions and actions on the various aspects of emergency preparedness services.
- Maintain effective public relations with public safety organizations, city, and county officials.
- Communicate professionally to both internal and external individuals and groups, and maintain a calm and professional demeanor in difficult situations.
- Stay well informed on current fire prevention, life safety, human services, emergency preparedness and emergency management issues and developments.
- Establish and maintain professional harmonious working relationships with those contacted in the course of work.
- 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 Requirements: The candidate must pass a background check, Live Scan fingerprint, and psychological evaluation, and complete a medical examination