

FIRE DEPARTMENT SANTA CLARA COUNTY

COMMUNITY RISK SPECIALIST II

DEFINITION

Dependent upon assignment, the Community Risk Specialist II prepares, organizes and directs more complex activities related to community risk reduction education (e.g., fire safety, injury prevention, wildland fire protection and emergency preparedness) and/or community-based volunteer programs (e.g., Community Emergency Response teams, or CERT); and acts as a liaison between the Department jurisdictions and government agencies.

The incumbent will be under the supervision of the Community Risk Program Director and/or the Senior Community Risk Specialist.

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

DISTINGUISHING CHARACTERISTICS

The Community Risk Specialist II is distinguished from the lower classification of Community Risk Specialist I in that the latter is the first-level position in the Community Risk Specialist series. The incumbent may act as a lead to the Community Risk Specialist I and is required to exercise considerable discretion and independent judgment in the performance of work. The Community Risk Specialist II is also distinguished from the Senior Community Risk Specialist in that the latter is a supervisory position.

This classification is an alternately staffed position with the Community Risk Specialist I.

EXAMPLES OF DUTIES

Duties may include but are not limited to the following:

- Develop professional and comprehensive lesson plans, instructor guides, participant handouts, PowerPoint presentations, class flyers, pamphlets, inspection forms and checklists to support community education and risk reduction and/or community-based volunteer program training needs.
- Plan, schedule, coordinate, and conduct community education and risk reduction and/or community-based volunteer programs and training classes for County representatives, first responders, city/town staff, and community members, including diverse audiences of all ages, abilities, cultures and backgrounds.
- Coordinate and implement programs, services and events with other government agencies and community-based organizations as directed.
- Serve as a Department resource to refer and connect community residents to a variety of health and wellness services, particularly high-risk, vulnerable and underserved populations.
- Prepare community education and/or community-based volunteer programs, outreach programs, plans, drills, and exercises.

EXAMPLES OF DUTIES (continued)

- Develop and coordinate train-the-trainer classes for emergency responders and civilian personnel to be effective fire safety, injury prevention and emergency preparedness educators.
- Assist in the development and coordination of the Department's community education and risk reduction and/or community-based volunteer programs' media campaigns and ongoing social media and public outreach efforts.
- Conduct fire safety inspections of properties within the wildland urban interface communities and may include inspections of weekend fairs, festivals and special events.
- Maintain, review, and revise elements of community risk reduction education programs and/or community-based volunteer programs to be in compliance with local, State and Federal laws, regulations and standards.
- Effectively communicate and engage with the public and participate in collaborative work teams.
- Act as a lead to Community Risk Specialist I; provide work direction to Department personnel and volunteer groups.
- Attend meetings, trainings and conferences to promote the Department's community safety, injury prevention, wellness, wildfire protection and community preparedness programs.
- Work irregular or protracted hours and respond promptly to call-backs.
- 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 education, communications, public relations, health and human services, business administration, or a field of study that is related to the work; and a minimum of two (2) years in a full-time position providing program development and coordination, education and training, community outreach, or any related field to the work.

Or

An associate's degree and four (4) years in a full-time position of broad and increasingly responsible experience in program development and coordination, training, community outreach or related experience.

As a condition of employment, an incumbent who is not already in possession of the California State Fire Marshal (CSFM) professional certification indicated below will be required to successfully complete and pass all of the necessary coursework, including prerequisite education, training and task book assignments, within 36 months of employment or when courses become available.

- Community Risk Specialist

Highly Desirable: Certifications in community risk reduction, domestic preparedness, education, digital media, communication studies, public relations, and/or community-based volunteer programs.

Knowledge Of:

- Principles, practices, and procedures of community-based volunteer program administration and/or community risk reduction education, including fire safety, injury prevention, wildfire protection and emergency preparedness.
- Best practices in community-based volunteer management and/or community risk reduction strategies.
- Applicable local, State, and Federal laws, regulations and standards related to community risk reduction education and/or community-based volunteer programs and services.
- Department policies, rules, regulations and operational procedures.
- 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, but not limited to, Microsoft Word, PowerPoint, FileMaker Pro and Excel to prepare statistical data, correspondences, training materials and presentations.
- Computer desktop publishing software, graphic design and editing to prepare inspection forms, checklists, handouts, flyers, pamphlets, guidebooks, surveys and other collaterals.

Ability To:

- Work without close supervision and demonstrate independence in decision-making.
- Develop, implement and maintain fire safety, injury prevention, community preparedness, and/or community-based volunteer programs and services.
- Design pamphlets, brochures, fact sheets, instructions, handouts, presentations and other training aids utilizing computer software programs, various tools and equipment.
- Stay informed of current events, activities, emerging trends, technologies, statistics, information, recalls, legislation and mandates related to community safety, wellness and preparedness.
- Effectively conduct trainings and presentations for diverse audiences of all ages, abilities, cultures and backgrounds.
- Anticipate and identify program needs and make appropriate recommendations.

Ability To: (continued)

- Promote community engagement and collaborate with multiple jurisdictions and agency partners to achieve mutual goals.
- Adapt to situations, evaluate problems, explore alternatives and make sound decisions.
- Communicate professionally and maintain harmonious working relationships with both individuals and groups contacted in the course of work.
- Demonstrate professional discretion in political environments and maintain a calm and professional demeanor in difficult situations.
- Prepare clear and concise documents and written reports.
- 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; lift up to 25 pounds.

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

Pre-Employment Requirements: The candidate must complete and pass a background check, Live Scan fingerprint, and complete a medical examination.