

FIRE DEPARTMENT
SANTA CLARA COUNTY

SENIOR COMMUNITY RISK SPECIALIST

DEFINITION

The Senior Community Risk Specialist is a supervisory position that performs more difficult and complex assignments including program management. Dependent upon assignment, the Senior Community Risk Specialist organizes and directs 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 may act as a liaison between the Department jurisdictions and government agencies.

The work performed by the incumbent is under the direction of the Community Risk Program Director, who reports to the Assistant Chief of Administration and Planning.

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

DISTINGUISHING CHARACTERISTICS

This is the supervisory level in the Community Risk Specialist series. The Senior Community Risk Specialist supervises and directs the day-to-day activities of Community Risk Specialists. The Senior Community Risk Specialist is distinguished from the Community Risk Program Director in that the Community Risk Program Director performs administrative duties as determined by the Assistant Chief of Administration and Planning in connection with Department functions and programs.

EXAMPLES OF DUTIES

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

- Supervise, train, direct, evaluate and participate in the work assignments and activities of Community Risk Specialists and other assigned personnel.
- Plan, supervise and participate in the development of 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.
- Monitor employee progress, conduct employee evaluations and address personnel matters, including employee recognition and progressive discipline as appropriate.
- Manage the development and coordination of community education and risk reduction programs and training classes and/or community-based volunteer programs (such as CERT and similar 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.
- Develop and conduct train-the-trainer classes for emergency responders and civilian personnel to be effective fire safety, injury prevention and community emergency preparedness educators.

EXAMPLES OF DUTIES (continued)

- Evaluate community education and risk reduction and/or community-based volunteer program needs and provide recommendations to achieve program goals and objectives.
- Monitor, input and manage all scheduled community education and risk reduction and/or community-based volunteer-related activities on the Department's training calendar and related timekeeping entries in the Department's workforce management system.
- Develop, update, publish and manage the community education and emergency preparedness content on the Department's website and other content as directed.
- Participate in the development and coordination of the Department's community education and risk reduction media campaigns and ongoing social media and public outreach efforts.
- Develop, coordinate, implement, and promote community risk reduction and/or community-based volunteer 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.
- Ensure the content of all Department community education and risk reduction publications and digital media products reflect current applicable laws, statistics, technologies and recognized industry standards and best practices.
- Conduct fire safety inspections of properties within the wildland urban interface communities and may include inspections of weekend fairs, festivals and special events.
- Research, analyze, and synthesize data and information to prepare written documents, reports and recommendations as directed.
- Attend meetings, trainings and conferences as required.
- 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; a minimum of five (5) years of experience and a minimum of two (2) years in a full time supervisory position or three (3) years in a lead capacity in program development and management, education and training, community outreach, or any related field to the work.

Or

Education and Experience: (continued)

An associate's degree and a minimum of eight (8) years of experience and a minimum of two (2) years in a full-time supervisory position or three (3) years in a lead capacity in program development and management, education and training, community outreach, or any related field to the work.

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 Officer

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

Knowledge Of:

- Principles, practices and techniques of supervision, leadership, training and mentoring.
- Principles, practices, and planning strategies of community-based volunteer programs and/or community risk reduction education, including fire safety, injury prevention, wildfire protection and emergency preparedness program management.
- Training principles, curriculum development and design, teaching methods and practices related to community outreach and risk reduction programs.
- 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
- 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, training materials, written reports and presentations.
- Basic website software to create, edit and manage content and desktop publishing software, graphic design and editing to prepare inspection forms, checklists, handouts, flyers, pamphlets, guidebooks, surveys and other collaterals

Ability To:

- Effectively supervise, communicate, train, lead, plan, evaluate, coordinate and direct the activities of Community Risk Specialists and other assigned personnel.
- Function independently and assume responsibility for decisions and actions on the various aspects of the community education and risk reduction program.

Ability To: (continued)

- Maintain current knowledge of fire codes and ordinances, emerging trends, technologies, statistics, information, recalls, legislation and mandates related to community safety, wellness and preparedness.
- Promote community engagement and collaborate with multiple jurisdictions and agency partners to achieve mutual goals.
- Anticipate program needs and make recommendations to coordinate Department personnel and resources.
- Plan, develop, promote, coordinate, and implement community education and risk reduction programs and services.
- Effectively manage projects, priorities and timelines, providing updates and progress reports as required.
- Demonstrate professional discretion in political environments and maintain a calm and professional demeanor in difficult situations.
- Communicate professionally and maintain harmonious working relationships with both individuals and groups contacted in the course of work.
- Assist with budget planning, tracking personnel costs and procurement.
- 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 Requirements: The candidate must complete and pass a background check, Live Scan fingerprint, and complete a medical examination.