

DIVISION COMMANDER, OFFICE OF THE FIRE CHIEF

Job ID: 10705

Job Category: Emergency, Fire and Paramedics Services

Division & Section: Fire Services

Work Location: 4330 Dufferin Street

Job Type & Duration: Full-time, Permanent

Salary: \$199,035.20, TM1212, Wage Grade EMF3

Shift Information: Mon - Fri 35hrs/week

Affiliation: Non-Union

Number of Positions Open: 1

Posting Period: 17-Aug-2020 to 31-Aug-2020

Major Responsibilities:

Reporting to the Fire Chief & General Manager, the Division Commander – Office of the Fire Chief is responsible for directing and managing the day-to-day operations of the Office of the Fire Chief, including strategy, compliance and continuous improvement, and for ensuring efficient utilization of resources to meet departmental objectives and standards.

The Division Commander contributes to the continuous improvement of Toronto Fire Services' (TFS) performance through analysis and the development and implementation of sound management practices and procedures, provides staff with the direction, guidance, processes and tools required to increase efficiencies, and improves effectiveness of the services provided by the portfolio.

The Division Commander supervises, empowers, manages, and provides leadership to Division Chiefs, Platoon Chiefs and other TFS staff, while ensuring that objectives are met. The Division Commander is responsible for ensuring that consistency is achieved and maintained across the assigned portfolio. The Division Commander – Office of the Fire Chief will champion the continuing development and implementation of the TFS transformation plan, policy development, public information, strategic planning, compliance and continuous quality improvement functions, and all aspects of day-to-day operations within the Office of the Fire Chief.

Under the direction of the Fire Chief & General Manager, Toronto Fire Services, the Division Commander – Office of the Fire Chief:

- Serves as the Executive Officer to the Fire Chief and General Manager – Emergency Management.
- Manages and coordinates all aspects of day-to-day operations within the Office of the Fire Chief in collaboration with the Administrative Assistant to the Fire Chief.
- Assists with developing and designing policies and programs to improve overall business performance based on long-term needs and implements these policies and programs.
- Directs Division Chiefs, Platoon Chiefs and other staff, and effectively delegates responsibility, as required.
- Ensures the accuracy and prompt completion of all reports, records and required documentation.
- Leads and motivates a diverse workforce, ensures effective teamwork, ensures high standards of work quality and organizational performance, and continuous learning, and encourages innovation in others.
- Builds trust and mutual respect within the team by following through on commitments and recognizing the contributions of others.

- Acts as a champion of inclusion, equity and diversity, embraces these principles and values in TFS, and assumes the key leadership role, on behalf of the Fire Chief, for the advancement of inclusion within TFS.
- Creates and fosters a culture of co-operation and collaboration across TFS.
- Promotes and reinforces compliance with all human resources, human rights, accessibility and financial policies and procedures.
- Participates in the establishment and enforcement of policies, procedures and common standards across TFS.
- Assumes accountability for the successful completion of required and assigned training of assigned personnel.
- Assumes responsibility and accountability for complying with Auditor General, Ombudsman and other accountability officer recommendations and outcomes.
- Participates in the establishment of rules, regulations and procedures for efficient fire service operations and consults with appropriate authorities and stakeholders.
- Mitigates risks by ensuring that due diligence is completed for each project / initiative.
- Ensures contingency plans exist for foreseeable problems and situations.
- Communicates management vision with clarity and conviction, and acts as a change agent.
- Creates and maintains a culture of high-quality service that empowers staff to provide service excellence.
- Establishes and develops strong relationships with all internal and external stakeholders, including elected officials and their staff.
- Maintains liaison with federal, provincial and municipal regulatory authorities and ensures compliance with the Fire Protection and Prevention Act (FPPA) and all applicable by-laws.
- Assists in personnel recruitment, selection and promotions.
- In collaboration with the People and Equity Division, TFS Staff Services, and accountability officers, as required, leads and manages sensitive and confidential personnel investigations, complaints, disciplinary action up to and including termination, employee grievances, arbitration hearings and related labour relations matters, as assigned.
- Participates in the development and implementation of TFS strategic plans, accreditation compliance plans, public reporting and all aspects of TFS engagement on City Council and Senior Management Team reports.
- Maintains effective working relationships with the Office of the Fire Marshal and Emergency Management, various civic and business officials, staff and the general public.
- Attends, and responds to various meetings, events, engagements and incidents in support of the Fire Chief as required.
- Conducts media briefings and interviews on behalf of the Fire Chief as assigned.
- Participates in collective agreement negotiations as required.
- Maintains after-hours on-call availability in support of the 24/7/365 nature of TFS operations and supports the Fire Chief on a 24/7 basis as required. This includes the after-hours response to issues, events and emergency incidents as directed / required.
- Represents TFS at various municipal, community and public events as required.

Minimum Qualifications (In order to be considered for this position, an applicant must possess these qualifications. These will be assessed during the recruitment process.):

- Extensive experience in directly managing diverse and cross-functional teams of people;
- Extensive experience in conducting highly sensitive and confidential investigations and inquiries;

- Extensive experience in managing highly sensitive information, reports and other formal communications, including, but not limited to, reports for City Council, Committees and Senior Leadership Teams;
- Extensive senior-level administrative experience in a large organization, combined with an in-depth knowledge of current corporate and divisional policies, issues and initiatives, and a thorough understanding of the requirements and operations of Council;
- Extensive experience and proven ability in a leadership role in a corporate function, working with other stakeholders and consulting with clients;
- Experience in managing and completing complex projects using research and analytical methodologies, and preparing concise and comprehensive reports on recommendations and findings;
- Experience in initiating, leading and implementing proactive and progressive change in order to redesign and implement organizational change, business processes, policies and procedures, and to facilitate operational improvements to achieve desired results within critical timeframes;
- Demonstrated business acumen and political acuity, with the ability to effectively manage complex business units in a challenging and rapidly-changing corporate environment;
- Abilities as a skilled, adaptive and decisive leader with the ability to influence others, build consensus and make evidence-based decisions;
- Results oriented, possesses the ability to champion a department-wide vision, has proven leadership abilities and the ability to work collaboratively in a team environment;
- Abilities as a forward-thinking and visionary leader who implements progressive ideas and concepts by leveraging strategic, analytical and lateral critical thinking skills;
- Demonstrated genuine concern and interest for the well-being and success of staff, in an environment that expects personnel to perform at a high level, while providing effective and efficient services for the benefit of the community;
- Excellent interpersonal and communication skills, with the ability to effectively communicate across the various ranks of the fire service;
- Proven track record of reliability and initiative within increasingly progressive roles;
- Demonstrated ability to develop and foster high-performing teams;
- Demonstrated ability to effectively handle complex work-related issues and emergency situations under challenging conditions;
- Demonstrated ability to develop productive relationships with internal and external stakeholders, including elected officials and their staff;
- Demonstrated commitment to inclusion, diversity and developing increasingly healthy and welcoming workplace environments;
- Demonstrated ability to work effectively in a highly sensitive and highly confidential environment and to manage sensitive and highly confidential files with discretion and implicit confidentiality, in a timely manner;
- A working knowledge of applicable legislation, regulations and statutes, including, but not limited to the Fire Protection and Prevention Act, the Occupational Health and Safety Act and the Toronto Municipal Code.

Assets:

- Experience as a first responder is an asset;
- Experience in public information and media management processes and methodologies are assets;
- Formal education and/or training in investigations is an asset
- Formal education and/or training in compliance and/or forensic audit is an asset
- Formal training and/or experience in third-party accreditation processes is an asset

- Post-secondary education in a professional discipline pertinent to the job function is an asset

How to Apply:

For more information on this and other opportunities with the City of Toronto, visit us online at <https://jobs.toronto.ca/jobsatcity/>. To apply online, submit your resume, quoting **Job ID 10705**, by **August 30, 2020**.

Equity, Diversity and Inclusion

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to [employment equity](#).

Accommodation

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. [Disability-related accommodation during the application process is available upon request](#). Learn more about the City's [Hiring Policies and Accommodation Process](#).