



Director of Community & Protective Services

Job Details

Job ID	26-16
Category	Current Employment Opportunities
Status	Open - Full-Time position working 35 hours per week. Competitive Benefit Package included.
Salary	Salary Step 1, Level 1A: \$142,141.22
Posted	March 16, 2026
Closing	April 6, 2026 11:59 PM

POSITION SUMMARY

Reporting to the Chief Administrative Officer (CAO), this position is a member of the Senior Leadership Team (SLT). This position is primarily responsible for the overall strategic planning, leadership, and management with the Community and Protective Services Department which includes Family & Community Support Services (FCSS), Public Transportation, Parks, Recreation & Culture, the Library, municipal enforcement (Bylaw), fire and rescue, emergency management, and corporate Health & Safety. This position will support the organizational objectives of the Town and its residents. This work includes exhibiting a service-oriented approach when implementing the directions of Council and interacting with the public, municipal staff, government agencies, community organizations, boards, and contractors.

This position requires significant cooperation and coordination with the Detachment commander of the Hinton RCMP or designate. This position will liaison with Alberta Health Services EMS.

WORK RESPONSIBILITIES

Leadership

- Plan, organize, direct, control and evaluate the operations of all services delivered within the Department
- Track trends and anticipate issues that affect the community or services to other Departments
- Participate with the SLT in planning and making decisions related to the organization
- Provide visionary leadership that is consultative and responsive
- Plan, implement, coordinate, and supervise the activities of the Department
- Liaise with other provincial and municipal governments and other major service providers to ensure coordination, cooperation, and efficiency in the development and implementation of service initiatives
- Monitor the allocation of and direct resources within areas of responsibility to ensure the achievement of deliverables articulated within applicable work plans and identified projects while maintaining a high level of service
- Act as a staff liaison to the appropriate community groups
- Act as a project lead on more complex initiatives and applications



- Accountable for the management of risks, service delivery, organizational effectiveness, and execution of several major projects
- May perform Acting CAO duties upon the CAOs absence
- Undertake initiatives related to continuous improvement

Emergency Management

- Responsible for the overall Emergency Management Program for the Town
- Participate in mandatory training and exercises. When the Emergency Coordination Centre (ECC) is activated, this position will act in an assigned role as the Director of Emergency Management.
- Implements and ensures the Municipal Emergency Response Plan is current and in accordance with industry best practices
- Prepare plans that outline operating procedures to be used in response to disasters or emergencies
- Develop and maintain relationships with neighboring municipalities and counties to facilitate regional support in the event emergency response coordination is required
- Identify and recommend government funding for emergency management related needs
- Design and administer emergency program and disaster preparedness training courses
- Consult with all community stakeholders to determine needs in the event of a disaster or other emergency
- Keep informed of government regulations related to emergency management and compliance

Social Planning and Community Development

- Engage the public, boards, special interest groups, and organizations in assessing and responding to community social needs
- Facilitate the growth and development of non-profit organizations through a broad range of services and initiatives

Municipal Enforcement

- Collaborate with Communications to promote crime prevention, community safety, and Bylaw compliance initiatives
- Collaborate with the community including the business sector, police agencies, community agencies, public, schools, seniors, and special interest groups to identify issues and gaps and develop initiatives and strategies that increase safety and prevent and/or reduce the incidents of crime

Health & Safety

- Work with the Health & Safety Coordinator to:
 - Develop health and safety strategies, overcome challenges, and ensure development of solutions
 - Plan for the deployment and uptake of these solutions
 - Implement and support the Health and Safety Management System



Financial Management & Planning

- Plan and implement Department objectives to maximize service delivery within the operating and capital budget
- Prepare financial reporting as required
- Accountable for the development and management of the Department's capital and operating plans and budgets, ensuring the coordinated and efficient use of the workforce, assets, equipment, and resources
- Prepare and administer the annual operating and capital budgets for the Department in coordination with the CAO and Corporate Services Department
- Prepare the annual operating and capital budgets as well as multi year plans as required by legislation or directed by Council
- Annually participate in and develop the short- and long-term plans and all capital work projects
- Access and account for additional funding such as grants, donations, and proceeds from the sale of service
- Ensure the optimum cost recovery of recreational and social services through effective marketing, fee structures, etc.

Policy Development & Administration

- Develop administrative policies, short- and long-term plans, procedures, and Bylaws in accordance with relevant legislation, the Strategic Plan and Business Plan
- Interpret Bylaws, Acts, and related statutory documents and respond to requests for information from the public
- Prepare Policies, long-term plans, and resolution recommendations for the CAO
- Update long-term plans and set priorities
- Write reports and proposals in support of Policies, programs, budgets, and various aspects of the Department's operations
- Responsible for the creation of and departmental compliance with relevant Policies, procedures, standards, specifications, regulations, Bylaws, relevant legislation, and technical initiatives
- Monitor legislative changes to ensure organizational compliance

Safety and Liability

- Ensure the safety and well-being of vulnerable people in a wide range of circumstances and settings at large public gatherings, emergency response settings, etc.

Council Support

- Develop and monitor the attainment of Department goals and objectives to support Council's Strategic Plan and ensure they are accomplished
- Attends Council meetings, public hearings, and other regional governance public meetings as a resource and/or representative of the Town as required



- Work collaboratively with the CAO and Department Directors, managers, and teams in achieving goals and priorities in alignment with Council, municipal legislation, and governance requirements
- Advise Council and the CAO on matters relating to the Department
- Undertake other duties as assigned by the CAO

Most Difficult and/or Complex Aspects of the Position

Political, human relations and economic pressures provide challenges that impact this position. Issues faced in this position will be diverse, complex, politically sensitive, and often of a time sensitive manner within an extremely busy environment. The job position requires the incumbent to effectively balance competing and conflicting interests, project deadlines, and work tasks in a fast-paced environment.

Diversity and Scope of Services

This position faces a variety of operational or tactical challenges with little routine. Position incumbents need to rely on their professional/technical expertise to contribute to the strategic and full range of services offered by the Town.

Decision – Making/Accountability

Decision Making/Independence

This position functions with a significant level of independent decision-making authority. This position requires the incumbent to operate with a high degree of independence on applications or work tasks which may be complex and sensitive in nature. Some guidelines are provided by Town Policies, Directives, and procedures, appropriate legislation, and Bylaws.

Results or Outcomes Expected

This position is expected to meet a minimum level of performance based on Town Bylaws and Policies.

Impact/Consequence of Error

Poor use of resources, failure to seek direction when needed, and poor judgement or planning decisions could undermine the effectiveness of services provided by the Town and the quality of Town assets. Inefficiencies and poor service may result in increased maintenance and improvement costs for infrastructure, decreased public satisfaction, and failure to meet legislated timelines and organizational outcomes.

Administrative Responsibility

Financial

This position is an integral part of monitoring ongoing project, capital, and operational costs and will establish and oversee the daily and long-term strategic management of assets within the Town.

Human Resources/Workforce

- In co-operation with the Human Resources Manager, strategize and plan for succession
- Communicate to staff organizational and departmental direction, values, standards, Policies, and procedures
- Provide leadership and supervision to all departmental staff within the scope of approved Policies as well as in consultation with the CAO:



- Conduct annual performance evaluations, managing the performance process to maximize success and the value of contributions to the organization;
- Mentor and coach support staff, supervisors, and managers;
- Support supervisors and managers to lead their staff effectively;
- Identify training and professional development opportunities to meet strategic objectives;
- Communicate goals and expectations and meet with staff regularly;
- Determine staffing needs for the effective delivery of services within the Department;
- Review and inspect the work produced by employees, consultants, and contractors
- Manage employee performance in alignment with performance management and progressive discipline policy; and
- Maintain a professional relationship with the Union, dealing with grievances as applicable.

Safety & Risk Management

- Ensure appropriate safety and risk management policies and procedures are in place and followed
- Ensure all insurance and regulatory requirements are met
- Ensure all staff are appropriately screened and trained
- Promote good risk management practices with community partners and customer groups
- Maintain an effective departmental safety program that adheres to all WCB regulations, including safety rules and procedures, safety orientation and training, identification and correction of workplace hazards, accident and incident investigation, and regular meetings
- Actively promote a health and safety mindset through continuous communications, relationship building, and leadership across all areas and levels in the organization

Contacts

Internal

Contact is made regularly with departmental staff, Council, management, and the SLT. The basis of this contact is to gather information related to the Town and ensure that Town practices, guidelines, and agreements are followed.

External

Contacts include consultants, contractors, external companies, government agencies, and the public. The nature of the contact is to provide information, guidance, and recommendations regarding service provision.

QUALIFICATIONS

- Post-Secondary Degree in Parks, Recreation Administration or Management, Community Development, Social Services, Business Administration, Public



Administration, Emergency Management, Bylaw Enforcement, Fire Rescue, or a related field

- Designated as a Safety Codes Officer – Fire Discipline in the Province of Alberta or able to receive a Designation of Powers preferred
- Minimum 8 years of work experience in progressively responsible positions in fire rescue, law enforcement, Bylaw compliance, emergency management, or a related field
- Minimum of 8 years in a leadership supervisory role and preference for a unionized municipal work environment
- A combination of education and/or experience related to this position may be considered
- Experience with leadership and strategic planning to support community development, engagement, program planning, and evaluation
- Experience managing an operating budget and financial plan
- Experience supervising and managing a diverse portfolio of services
- Interpret and understand the application of social services legislation and regulations to provide compliant care and programming for vulnerable people
- Completion of or working towards Mental Health First Aid, Non-Violent Crisis Prevention & Intervention, Cultural Sensitivity Training
- Experience working in a municipal administration setting is preferred
- Experience conducting investigations
- Knowledge and understanding of the Municipal Government Act, Provincial Statutes, Bylaws, Policies, and procedures is required
- Knowledge of the Occupational Health & Safety Act (OH&S) and Regulations related to firefighting, Alberta Fire and Safety Codes, Building and Fire Codes
- Understand the minimum incident management requirements
- Completion of or working towards National Advanced Certificate in Local Authority Administration (NACLAA) Level I and II or equivalent is preferred
- High level of expertise with budget preparation and planning
- Experience in supervising and managing a diverse portfolio of services, as well as knowledge of municipal finance and legislation, is preferred
- Advanced with computers and systems, database management, and Microsoft Office Suite
- Completion of or working towards recognized credit courses in conflict resolution, consensus decision making, and/or mediation
- Valid First Aid and CPR Level C Certificate
- Incident Command System (ICS) 300 required
- Satisfactory background screening is required for this position including a Criminal Record Check, and Vulnerable Sector Check, and an Enhanced Security Clearance
- A Class 5 Driver's License with a satisfactory Driver's Abstract



SKILLS & ABILITIES

- Able to support, coach, and develop staff in a fully participative and unionized workplace to positively engage and motivate staff and sustain optimum productivity and continuous improvement
- Able to facilitate a team environment through personal behaviour, work contributions and the sharing of expertise and knowledge
- Understand courtroom procedures including traffic and Bylaw regulations
- Recognize changing priorities and approaches and show sound judgment abilities
- Pragmatically make decisions aligned with the overall vision and values of the organization, able to recognise changing priorities and approaches
- Strong conflict resolution and mediation skills
- Able to work co-operatively as a member of the management team, to influence other managers/supervisors, to assist and support other employees, Departments, and Council
- Exceptional investigation skills which properly document and meet reporting requirements
- Proficiency to analyze information and evaluate results to solve problems
- Skilled in budget management, labour relations, media, and marketing
- Effectively communicate with a strong ability to listen and present information to various groups
- Able to facilitate results by supporting and interfacing with volunteer organizations, appointed boards, government officials and technical staff
- Demonstrate a commitment to continuous training and professional development opportunities in leadership, community-based preventative social development, volunteer management, and active living/leisure programming
- Able to work co-operatively as a member of the management team, to influence other managers/supervisors, to assist and support other employees, Departments, and Council
- Build strong relationships with staff, peers, the public, stakeholders, and Council under all types of conditions undertaking a supportive and collaborative approach
- Strong capability to identify needs, plan and develop goals, priorities, and outcome measures
- Demonstrate a high degree of personal initiative, planning and organizational skills, positivity, and professionalism delivered with integrity
- Exceptional verbal and written communication skills
- A constant awareness of who the customer is, both internal and external, with a recognition of the customer's needs while providing exceptional service
- Maintain a high level of confidentiality in all interactions

WORKING CONDITIONS



Details pertaining to the physical demands of the position can be found in the Physical Demands Analysis and Job Hazard Assessment with Health & Safety.

Hours

Standard work week hours. Likely to attend Council meetings or address Town business on evenings or weekends. Occasionally respond to and assist with safety or emergency related events after hours, during evenings and/or weekends.

Physical Effort

Office-based work performed typically includes administrative duties and varying levels of physical effort, including moderate lifting (up to 10 kgs), sitting, walking, standing, pushing, pulling, reaching, driving, carrying. Repeated motion of office tasks.

Travel

Some travel to field sites within and outside the Town under various road and weather conditions. Must maintain alertness and respond appropriately using defensive driving skills in various conditions (traffic, weather, distractions).

Work Environment

Moderate exposure to an office, shop/yard environments, and the field. Includes storage areas and other support infrastructure. Limited to Moderate exposure to the public. Potential exposure to hazards such as cleaning supplies and fluids. Potential exposure to client volatility dealing with the public. Remote work feasible in accordance with Town remote work directives, policies, and procedures.

HEALTH & SAFETY

Ensure the Town of Hinton health and safety policies, procedures, directives, and safe work practices are followed in accordance with the *Occupational Health and Safety Act and Regulations*.

SUBMIT APPLICATIONS/RESUME STATING COMPETITION NUMBER TO:

Applications must be submitted in PDF or Word format only. Please save your document using the following naming convention: Last Name, First Name, Position Title, Competition Number.

Lacey Gareau

HR Advisor

Email: recruitment@hinton.ca

Town of Hinton

2nd Floor, 131 Civic Centre Road

Hinton, AB T7V 2E5

We are an equal opportunity employer and encourage applications from all qualified individuals. We are committed to providing a diverse and inclusive work environment where every employee feels valued and respected. Special accommodations will be considered upon request. The Town of Hinton thanks all applicants; however, only those selected for an interview will be contacted.