

	Municipality of the County of Annapolis JOB DESCRIPTION	Position Title: MANAGER OF PROTECTIVE SERVICES
	Union / Non-Union: NON-UNION	Classification Type: FULL-TIME
	Salary Classification: RANGE 6	Approval Date: JULY 24, 2023

General Job Responsibility

Manager of Protective Services shall be responsible for providing daily support, leadership, coaching and mentoring to all staff under their direction, performing the duties of Administrator of Dangerous or Unsightly Premises, overseeing the Municipality's animal control services, responsible for the facilitation of the Municipality's *Fences and Detention of Stray Livestock Act* requirements, preparing and establishing department priorities, tracking and reviewing all invoices and payments received respecting public prosecution services, acts as the Municipality's staff liaison officer with the Municipality's fire departments and policing agency, reviews the Municipality's Dog Bylaw, provincial dangerous or unsightly laws, and other provincial legislation or municipal bylaws, ensures that staff under their supervision are afforded the correct and proper training and safety equipment, prepares high quality and detailed investigation and enforcement techniques, strategies, processes and policies, educates and informs themselves regarding legislation and issuance of Summary Offense Tickets and Long Form Summons', and carries out the duties and responsibilities of a Special Constable. This job description is a general outline of duties and responsibilities and is not meant to limit the employee's initiative to expand or increase their work output subject to approval by their supervisor.

Accountability

This position reports directly to the Director of Corporate Services.

Specific Job Responsibilities

1. Provides daily support, leadership, coaching and mentoring to all staff under their direction, ensuring staff are properly trained and resourced, and policies and processes are in place to ensure their effective and efficient implementation through consistent and regular performance management.
2. Performs the duties of Administrator of Dangerous or Unsightly Premises, with this appointment being made under Section 41 of the *Municipal Government Act*, receiving complaints, visiting properties, talking to property owners, preparing reports and letters respecting what actions need to be completed to bring the property into compliance if determined to be in non-compliance, issuing Orders where such authority exists, prepares reports and recommendations for demolitions to Committee of the Whole, carries out all Orders when required, and forwards all bills for costs incurred to Director of Finance for attachment to the property account as a first lien.
3. Oversees the Municipality's animal control services including the provision of dog pound services and provides dog control contracted services to neighbouring

municipalities, prepares and establishes safe dog control collection and return processes so that consistency in their application is maintained, investigates and enforces required provisions of the Dog Bylaw including noise and bites when complaints are received, issues Summary Offense Tickets or pursues court action when required, and maintains accurate dog complaint reports and files.

4. Responsible for the facilitation of the Municipality's *Fences and Detention of Stray Livestock Act* requirements, acting as the Municipality's staff resource person for Fences Arbitration Committee providing advice to the Chairperson, reviewing written letters of complaint or dispute, assisting committee members with complaints, prepares Orders and decisions for issuance, and ensures that enforcement of such decisions takes place including the disposition of any animals and fine payments.
5. Annually prepares and establishes, in conjunction with department staff, department priorities for the next fiscal year including strategies for achieving these priorities, standards of acceptable and high-quality service levels including response and file clearance timeframes, along with alignment of these priorities into a future long-term plan for the success of the department that must be prepared and updated every three years.
6. Tracks and reviews all invoices and payments received respecting public prosecution services to ensure their accuracy and completeness and uses this information to inform quarterly budget variance reports and annual budgeting process.
7. Acts as the Municipality's staff liaison officer with the Municipality's eleven (11) funded fire departments, organizing bi-monthly meetings, providing up-to-date information concerning capital and operating funding, reviews requests for withdrawals from fire reserve accounts and new truck purchases, reviews each department's financial statement annually, oversees and approves the annual allocation for new dry hydrant funding, facilitates the Municipality's payment of workers compensation costs to the Nova Scotia Workers Compensation Board, prepares and issues long service awards to eligible fire fighters, and maintains that portion of the Municipality's website related to fire departments and their contact information.
8. Acts as the Municipality's staff liaison officer with the local policing agency and Nova Scotia Department of Justice concerning the oversight, billing, and facilitation of the police advisory committee which includes organizing meetings, preparing agendas and minutes, dealing with public questions related to policing, preparing letters and reports, and providing updates to Council concerning all policing matters annually.
9. Triennially reviews the Municipality's Dog Bylaw, provincial dangerous or unsightly laws, and other provincial legislation or municipal bylaws that impact on protective services aspects of the department to ensure they are current with up-to-date language and processes, as well as recent Nova Scotia court cases, using this information to inform

future recommended changes to bylaws, policies, processes, to Director of Corporate Services.

10. Ensures the staff under their supervision are afforded the correct and proper training and safety equipment to carry out their duties and responsibilities safely, regularly ensuring that current safety standards for the profession are being met or exceeded.
11. Prepares and regularly updates high quality and detailed investigation and enforcement techniques, strategies, processes and policies to ensure a fair and consistent application of all laws and regulations for investigations and enforcement, understanding the unique and varied life and lifestyle situation of residents throughout the community, acting with compassion and encouragement with a goal of compliance and positive neighbourhood communities.
12. Educates and informs themselves regarding legislation and issuance of Summary Offense Tickets and Long Form Summons' including the required investigation and merenda requirements, required processes for the issuance of court documents and setting court dates, sending notice letters of default and required court appearances, appearing in court and providing affidavits and other testimony or evidence when required, along with tracking of outstanding non-payment or compliance persons for potential further court action.
13. Shall carry out the duties and responsibilities of a Special Constable according to their appointment under Section 88 of the *Police Act* of Nova Scotia.
14. Prepares reports and presentations for the Director of Corporate Services and Council on various topics and issues during the year as requested.
15. Other duties and responsibilities as may be assigned from time to time by the Director of Corporate Services.

Qualifications and Expectations

Candidates for this position must possess as a minimum, a degree, diploma or certificate in law enforcement, policing, fire, corrections, or a similar educational program, or a combination of these educational requirements and lived experiences that meet requirements.

Additionally, the candidate must have a minimum of five (5) years experience working in an organization, protective services industry or profession, or a private sector firm that supported law enforcement or public safety, with preference given to those whose experience is directly or indirectly working with a municipal government organization, or a combination of formal experience and lived experiences.

Due to the nature of this position, the employee must have exceptional reading and report writing skills, and working knowledge of the law enforcement and court processes and

procedures including collecting evidence and taking statements, have above average relationship traits that will allow them to deal with difficult situations and conversations tactfully, be fluent with Microsoft Office, and comfortable working in a fast-paced work environment, often under public pressure. This position will occasionally require work outside of normal office hours including evenings and weekends.