

## ***DIVISIONAL SUPERINTENDENTS***

### **GENERAL**

1. The role of Divisional Superintendents is to organize their Division to ensure a smooth and effective team operation, and to represent the interests of their Division at all times. The Divisional Superintendent is part of a management team, and is expected to work in a mutually supportive and beneficial role, while providing leadership to the management team.

### **QUALIFICATIONS**

2. Divisional Superintendents should have the following qualifications:
  - a. minimum 18 years of age;
  - b. thorough knowledge of all Brigade policies and procedures;
  - c. knowledge and skills in leadership, acceptable to their next senior officer;
  - d. business management skills.

### **DUTIES**

3. All Divisional Superintendents are subject to the same rules and regulations as all other members of the Brigade, as set out in StJCI: Part 2.
4. Divisional Superintendents are directly responsible to the Corps Superintendent /Area Commissioner/Provincial Commissioner.
5. Divisional Superintendents are responsible for the leadership, organization, administration, efficiency and discipline within their Division.
6. The duties of Divisional Superintendents are to:
  - a. organize an effective team, comprising as a minimum a Training Officer and a Community Service Coordinator (Duty Officer), but also an Administrative Officer, Treasurer, Nursing Officer, and Medical Officer if possible (Superintendents of small Divisions may carry out the duties of the Administrative Officer);
  - b. select and recommend appointment of all Divisional Officers to the next senior Officer;
  - c. convene and chair meetings as required;
  - d. arrange appropriate training for all Divisional Officers to complete their responsibilities;
  - e. provide annual performance evaluations for all Divisional Officers;
  - f. encourage enthusiasm and involvement in all Divisional members;

- g. delegate responsibilities to Divisional members as appropriate;
- h. identify areas of concern and work to provide solutions, utilizing skills and opinions of other Divisional Officers and members as appropriate;
- i. seek information, advice and support from Area/Provincial Officers as required;
- j. inform any NCOs within their Unit of duties for which they are responsible;
- k. develop and maintain a succession plan in consultation with the Area/Provincial Commissioner;
- l. attend regional meetings as the Divisional representative, or appoint a suitable replacement;
- m. continuously update leadership skills through courses and manuals made available through St. John Ambulance;
- n. ensure that the Division has a varied and challenging training program, and that the Training Officer develops and conducts an annual training program;
- o. ensure that the Administration Officer regularly updates, completes, submits, files or posts all reports, minutes, records, returns and correspondence as appropriate;
- p. ensure the coordination of recruiting or fundraising campaigns;
- q. ensure that nominations for honours and awards are submitted;
- r. maintain clear and open lines of communication both within the Division and outside of it;
- s. ensure minimum standards of discipline, appropriate behaviour, image, dress and deportment are observed within the Division, and that all Divisional members are familiar with Brigade policies and procedures (*St. John Canada Instructions: Part 2 - Volunteers*);
- t. ensure all requests for community service coverage are handled in a professional and timely manner and every effort is made to provide the best possible service to the client;
- u. in consultation with other Divisional Officers, prepare and submit an annual budget to the Area/Provincial Commissioner;
- v. ensure all Divisional members are kept informed of all correspondence affecting them, including ongoing access to information sheets emanating from Provincial or National Headquarters (e.g. the monthly *DID YOU KNOW?* information sheet);
- w. maintain a Divisional Disaster Plan, in coordination with the Area/Provincial plan and with their municipality;
- x. prepare annual reports (or more frequent as requested) on Divisional activities for the Area/Provincial Commissioner; and
- y. encourage the participation of members in competition.