

## QMS-APP-09-02

### Roles, Responsibilities, Authorities and Competencies

Role	Responsibilities	Authorities	Competencies
<b>Drinking Water System Administration and Oversight</b>			
<b>Owner (Mayor and Council)</b>	<ul style="list-style-type: none"> <li>• Ultimate responsibility for the distribution of safe drinking water for the Town of Whitchurch-Stouffville in accordance with (Section 19 of the Safe Drinking Water Act, 2002) Statutory Standard of Care</li> <li>• Act on recommendations from Top Management for resources to ensure compliance with applicable legislation and regulations</li> <li>• The Mayor is responsible for declaring an emergency</li> <li>• Approves new development applications in conformance with the Official Plan that may require extension or alteration of the Drinking Water System(s).</li> </ul>	<ul style="list-style-type: none"> <li>• Financial and Policy authority related to the distribution of safe drinking water for the Town of Whitchurch-Stouffville</li> </ul>	<ul style="list-style-type: none"> <li>• Basic knowledge of regulatory requirements</li> <li>• Intermediate knowledge of emergency procedures</li> </ul>
<b>Chief Administrative Officer (CAO)</b>	<ul style="list-style-type: none"> <li>• Top Management for the QMS</li> <li>• Overall responsibility for all administrative functions of the Town</li> <li>• Overall responsibility for day to day operation of the Town</li> <li>• Coordination with the Commissioner of Engineering and Public Works for providing Council with timely and appropriate advice.</li> <li>• Overall Lead &amp; Coordination of the Emergency Management Program Committee</li> </ul>	<ul style="list-style-type: none"> <li>• Administrative authority under Municipal Act</li> <li>• Procurement and signing authority as per Town Procurement By-Law</li> <li>• Coordination and approval authority as per Town Emergency Management Protocol</li> </ul>	<ul style="list-style-type: none"> <li>• Basic knowledge of regulatory requirements</li> <li>• Advanced Supervisory skills</li> <li>• Advanced presentation skills</li> <li>• Advanced budget preparation skills</li> <li>• Advanced long-term planning skills</li> <li>• Advanced knowledge of emergency procedures</li> <li>• Advanced troubleshooting skills</li> </ul>
<b>Commissioner of Engineering and Public Works</b>	<ul style="list-style-type: none"> <li>• Top Management for the QMS</li> <li>• Oversight and management of the water distribution systems</li> <li>• Preparation of annual budget submission and 10 year forecast to the Owner</li> <li>• Ensure the water distribution systems are operating in accordance with all applicable legislation and regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Procurement and signing authority as per the Town Procurement By-Law</li> <li>• Signing authority as Owner Representative for DWWP alteration forms (Form 1 &amp; Form 2)</li> </ul>	<ul style="list-style-type: none"> <li>• Intermediate knowledge of regulatory requirements</li> <li>• Advanced Supervisory skills</li> <li>• Advanced presentation skills</li> <li>• Advanced budget preparation skills</li> <li>• Advanced long-term planning skills</li> </ul>

Role	Responsibilities	Authorities	Competencies
	<ul style="list-style-type: none"> <li>• Monitors, reviews and reports on any changes to legislation and regulations which affect the water distribution systems</li> <li>• Recommend to Owner resources required to maintain and continually improve the QMS</li> <li>• Recommend to Owner necessary resources to operate and maintain the water distribution systems safely and effectively</li> <li>• Communicate with the Owner (Mayor and Council) about the QMS and the water distribution systems</li> <li>• Member of the Emergency Operations Centre (EOC)</li> </ul>		<ul style="list-style-type: none"> <li>• Advanced knowledge of emergency procedures</li> <li>• Advanced troubleshooting skills</li> <li>• Basic knowledge of day to day activities as they relate to the water distribution systems</li> </ul>
<b>Drinking Water System Operations and Maintenance</b>			
<b>Manager of Environmental Services</b>	<ul style="list-style-type: none"> <li>• Plan and manage day to day programs related to the water distribution systems</li> <li>• Ensure the water distribution systems are operating in accordance with all applicable legislation and regulations</li> <li>• Monitors, reviews and reports on any changes to legislation and regulations which affect the water distribution systems</li> <li>• Preparation of annual budget submission and 10 year forecast for Top Management Review</li> <li>• Recommends capital project requirements as it pertains to Operations to the Manager of Capital Projects</li> <li>• Develop procedures and processes for ensuring water quality</li> <li>• Emergency response planning</li> <li>• Approves annual staff training plan based on competency requirements</li> <li>• Reviews DWWP alteration forms (Form 1 &amp; Form 2)</li> <li>• Member of the EOC</li> <li>• Recommend staffing requirements to the Commissioner of Engineering and Public Works</li> </ul>	<ul style="list-style-type: none"> <li>• Procurement and signing authority as per the Town Procurement By-Law</li> <li>• Report AWQI's to MECP Spills Action Centre and York Region Public Health</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced knowledge of regulatory requirements</li> <li>• Advanced Supervisory skills</li> <li>• Intermediate presentation skills</li> <li>• Intermediate budget preparation skills</li> <li>• Intermediate long-term planning skills</li> <li>• Advanced knowledge of emergency procedures</li> <li>• Advanced troubleshooting skills</li> <li>• Intermediate knowledge of day to day activities as they relate to the water distribution systems</li> </ul>

Role	Responsibilities	Authorities	Competencies
<b>Water/Wastewater Supervisor</b>	<ul style="list-style-type: none"> <li>• Reviews Town's Engineering Standards and Specifications and Approved Materials list</li> <li>• Schedule and oversee the day to day activities relating to the water distribution systems</li> <li>• Ensure the water distribution systems are operating in accordance with all applicable legislation and regulations</li> <li>• Communication/liaison with Region of York regarding water supply activities</li> <li>• Act on incidents of adverse water quality</li> <li>• Reporting water distribution systems performance to the Manager of Operations</li> <li>• Develop procedures and processes for assuring water quality</li> <li>• Reviews QMS documentation</li> <li>• Provides technical and risk assessment consultation with others preparing QMS documentation</li> <li>• Participates in Top Management Reviews</li> <li>• Monitors, reviews and reports on any changes to legislation and regulations which affect the water distribution systems</li> <li>• Reviews DWWP alteration forms (Form 1 &amp; Form 2)</li> <li>• Promotes QMS awareness to suppliers</li> <li>• Ensures parts and materials meet applicable specifications/standards</li> <li>• Reporting to the Manager of Operations during an emergency</li> <li>• Reviews Town's Engineering Standards and Specifications and Approved Materials list</li> <li>• Identifies staff training needs</li> <li>• Recommends capital replacement needs for the water distribution systems</li> </ul>	<ul style="list-style-type: none"> <li>• Overall Responsible Operator (ORO)</li> <li>• Carry-out OIC duties as required</li> <li>• Procurement and signing authority as per the Town Procurement By-Law</li> <li>• Report AWQI's to MECP Spills Action Centre and York Region Public Health,</li> <li>• Approve watermain commissioning and sampling plans</li> <li>• isolate and respond to watermain breaks,</li> <li>• oversee construction activities by third parties,</li> <li>• Oversee commissioning of new connections to water infrastructure</li> <li>• Determine class of watermain break as per MECP Disinfection procedure</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum MECP Level 1 Water Distribution License</li> <li>• Advanced knowledge of regulatory requirements</li> <li>• Advanced Supervisory skills</li> <li>• Intermediate presentation skills</li> <li>• Intermediate budget preparation skills</li> <li>• Intermediate long-term planning skills</li> <li>• Advanced knowledge of emergency procedures</li> <li>• Advanced troubleshooting skills</li> <li>• Advanced knowledge of day to day activities as they relate to the water distribution systems</li> <li>• Regulatory renewal course (every 3 years)</li> </ul>
<b>Operations Technologist</b>	<ul style="list-style-type: none"> <li>• Provides technical consultation for the water distribution systems performance and the QMS</li> </ul>	<ul style="list-style-type: none"> <li>• Report AWQI's to MECP Spills Action Centre and York Region Public Health,</li> </ul>	<ul style="list-style-type: none"> <li>• Intermediate knowledge of regulatory requirements</li> <li>• Intermediate presentation skills</li> </ul>

Role	Responsibilities	Authorities	Competencies
	<ul style="list-style-type: none"> <li>• Prepares QMS documentation and records</li> <li>• Assists QMS Representative with document change requests</li> <li>• Monitors, reviews and reports on any changes to legislation and regulations which affect the water distribution systems</li> <li>• Liaises with external organizations and Staff regarding the QMS</li> <li>• Assists with the preparation of the SDWA annual report</li> <li>• Reviews and maintains records for DWWP alteration forms (Form 1 &amp; Form 2)</li> <li>• Participates in Top Management Reviews</li> <li>• Perform water quality monitoring as assigned by the ORO (must have WQA certificate)</li> </ul>	<ul style="list-style-type: none"> <li>• Oversee construction activities by third parties</li> </ul>	<ul style="list-style-type: none"> <li>• Basic budget preparation skills</li> <li>• Intermediate knowledge of emergency procedures</li> <li>• Intermediate troubleshooting skills</li> <li>• Intermediate knowledge of sampling methods, operations of appurtenances, preventative &amp; emergency maintenance processes</li> <li>• Water Quality Analyst certificate (as required)</li> </ul>
<b>Operations Coordinator</b>	<ul style="list-style-type: none"> <li>• Tracks, monitors and organizes training for licensed Operators based on competency requirements</li> <li>• Recommends annual staff training plan based on competency requirements to the Manager of Operations</li> <li>• Tracks, monitors and organizes license renewals and upgrades for Operators</li> </ul>	<ul style="list-style-type: none"> <li>• Schedules training for Public Works</li> </ul>	<ul style="list-style-type: none"> <li>• Intermediate knowledge of regulatory requirements</li> <li>• Basic presentation skills</li> <li>• Basic budget preparation skills</li> <li>• Intermediate knowledge of emergency procedures</li> </ul>
<b>Lead Hand – Water/Wastewater</b>	<ul style="list-style-type: none"> <li>• Operator in Charge (OIC) during regular working hours when assigned by the Water/Wastewater Supervisor</li> <li>• Same as Water Operators, plus:</li> <li>• Direct Operators in day-to-day operation and maintenance of the water distribution systems in the absence of the Water/Wastewater Supervisor, as assigned</li> <li>• Reporting water distribution systems performance to the Water/ Wastewater Supervisor</li> <li>• Assist with the development of procedures and processes for assuring water quality</li> </ul>	<ul style="list-style-type: none"> <li>• Carry-out OIC duties during business hours.</li> <li>• During emergency, Water/Wastewater On-Call Operator is OIC</li> <li>• Carry out duties of ORO as assigned by Water/Wastewater Supervisor</li> <li>• isolate and respond to watermain breaks,</li> <li>• oversee construction activities by third parties,</li> <li>• Oversee commissioning of new connections to water infrastructure</li> <li>• Assist Water/Wastewater Supervisor on planning flushing and swabbing programs</li> <li>• Acting Water/Wastewater Supervisor as assigned</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum MECP Level 1 Water Distribution License</li> <li>• Intermediate knowledge of regulatory requirements</li> <li>• Basic Supervisory skills</li> <li>• Intermediate knowledge of emergency procedures</li> <li>• Advanced troubleshooting skills</li> <li>• Advanced knowledge of sampling methods, operations of appurtenances, preventative &amp; emergency maintenance processes</li> <li>• Regulatory renewal course (every 3 years)</li> </ul>

Role	Responsibilities	Authorities	Competencies
<b>Licensed Water Operators</b>	<ul style="list-style-type: none"> <li>On-Call duties outside of the regular working hours as assigned</li> <li>Monitor, maintain and operate the water distribution systems in accordance with established standard operating procedures</li> <li>Document all operating activities in accordance with established standard operating procedures</li> <li>Report to Supervisor on incidents of adverse water quality</li> <li>Report any abnormal conditions in the water distribution systems to the Water/Wastewater Supervisor</li> <li>Carry-out duties and tasks as assigned by the Water/Wastewater Supervisor and using standard operating procedures</li> <li>Respond to and document public complaints.</li> </ul>	<ul style="list-style-type: none"> <li>Determine class of watermain break as per MECP Disinfection procedure</li> <li>Report AWQI's to MECP Spills Action Centre and York Region Public Health</li> <li>Carry-out OIC duties during business hours.</li> <li>During emergency, Water/Wastewater On-Call Operator is OIC</li> <li>Isolate and respond to watermain breaks,</li> <li>Oversee construction activities by third parties,</li> <li>Oversee commissioning of new connections to water infrastructure</li> <li>Acting Lead Hand Water/Wastewater as assigned</li> <li>Determine class of watermain break as per MECP Disinfection procedure</li> </ul>	<ul style="list-style-type: none"> <li>Minimum MECP Level 1 Water Distribution License</li> <li>Intermediate knowledge of regulatory requirements</li> <li>Intermediate knowledge of emergency procedures</li> <li>Advanced troubleshooting skills</li> <li>Advanced knowledge of sampling methods, operations of appurtenances, preventative &amp; emergency maintenance processes</li> <li>Regulatory renewal course (every 3 years)</li> </ul>
<b>Operator in Training (OIT)</b>	<ul style="list-style-type: none"> <li>On-Call duties outside of the regular working hours as assigned</li> <li>Monitor, maintain and operate the water distribution systems in accordance with established standard operating procedures under the direction of the ORO &amp; OIC</li> <li>Document all operating activities in accordance with established standard operating procedures</li> <li>Report to Supervisor on incidents of adverse water quality</li> <li>Report any abnormal conditions in the water distribution systems to the Water/Wastewater Supervisor</li> <li>Carry-out duties and tasks as assigned by the Water/Wastewater Supervisor and using standard operating procedures</li> </ul>	<ul style="list-style-type: none"> <li>Isolate and respond to watermain breaks under the direction of the OIC</li> <li>Oversee construction activities by third parties under the direction of the ORO</li> </ul>	<ul style="list-style-type: none"> <li>Minimum MECP OIT Water Distribution License</li> <li>Knowledge of regulatory requirements</li> <li>Knowledge of standard operating and emergency procedures</li> <li>Troubleshooting skills</li> <li>Knowledge of sampling methods, operations of appurtenances, preventative &amp; emergency maintenance processes</li> <li>Entry Level Course</li> <li>On-the-job training</li> </ul>

Role	Responsibilities	Authorities	Competencies
<b>QMS Representative</b>	<ul style="list-style-type: none"> <li>Respond to and document public complaints.</li> <li>Reports QMS effectiveness to Staff and Top Management</li> <li>Promotes awareness of the QMS to Staff, Suppliers and Contractors</li> <li>Liaises with external organizations regarding the water distribution system, the QMS and external audits</li> <li>Reviews and Issues QMS documentation</li> <li>Coordinates activities to meet or exceed the requirements of the DWQMS</li> </ul>	<ul style="list-style-type: none"> <li>Approves changes to the Operational Plan and its appendices</li> <li>Approves changes to Standard Operating Procedures, Emergency Procedures</li> <li>Approves changes to QMS Forms</li> </ul>	<ul style="list-style-type: none"> <li>Intermediate knowledge of regulatory requirements</li> <li>Intermediate presentation skills</li> <li>Intermediate knowledge of emergency procedures</li> <li>Intermediate troubleshooting skills</li> <li>Intermediate knowledge of sampling methods, operations of appurtenances, preventative &amp; emergency maintenance processes</li> </ul>

**Document Change History**

Revision Number	Date	Change	Revision Made By:
2	February 23, 2018	QMS-APP-10-01 added to table	Peter W
3	January 2, 2019	Annual documentation review	Peter W
4	November 30, 2022	All roles, responsibilities and authorities reviewed. Operator in Training roles, responsibilities and authorities added	Peter W
5	December 4, 2023	Updated Manager of Operations to Manager of Environmental Services	Jeff T, Matt S
6	February 16, 2024	Updated Director of Public Works to Commissioner of Engineering and Public Works	Jeff T, Matt S