

QMS-APP-09-02

Roles, Responsibilities, Authorities and Competencies

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

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

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

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	<ul style="list-style-type: none"> • Recommends capital replacement needs for the water distribution systems 		
Operations Technologist	<ul style="list-style-type: none"> • Provides technical consultation for the water distribution systems performance and the QMS • Prepares QMS documentation and records • Facilitates document change requests • Monitors, reviews and reports on any changes to legislation and regulations which affect the water distribution systems • Liaises with external organizations and Staff regarding the QMS • Assists with the preparation of the SDWA annual report • Reviews and maintains records for DWWP alteration forms (Form 1 & Form 2) • Participates in Top Management Reviews • Perform water quality monitoring as assigned by the ORO (must have WQA certificate) 	<ul style="list-style-type: none"> • Report AWQI's to MECP Spills Action Centre and York Region Public Health, • Oversee construction activities by third parties 	<ul style="list-style-type: none"> • Intermediate knowledge of regulatory requirements • Intermediate presentation skills • Basic budget preparation skills • Intermediate knowledge of emergency procedures • Intermediate troubleshooting skills • Intermediate knowledge of sampling methods, operations of appurtenances, preventative & emergency maintenance processes • Water Quality Analyst certificate (as required)
Operations Coordinator	<ul style="list-style-type: none"> • Tracks, monitors and organizes training for licensed Operators based on competency requirements • Recommends annual staff training plan based on competency requirements to the Manager of Operations • Tracks, monitors and organizes license renewals and upgrades for Operators 	<ul style="list-style-type: none"> • Schedules training for Public Works 	<ul style="list-style-type: none"> • Intermediate knowledge of regulatory requirements • Basic presentation skills • Basic budget preparation skills • Intermediate knowledge of emergency procedures
Lead Hand – Water/Wastewater	<ul style="list-style-type: none"> • Operator in Charge (OIC) during regular working hours when assigned by the Water/Wastewater Supervisor • Same as Water Operators, plus: • Direct Operators in day-to-day operation and maintenance of the water distribution systems in the absence of the Water/Wastewater Supervisor, as assigned • Reporting water distribution systems performance to the Water/ Wastewater Supervisor 	<ul style="list-style-type: none"> • Carry-out OIC duties during business hours. • During emergency, Water/Wastewater On-Call Operator is OIC • Carry out duties of ORO as assigned by Water/Wastewater Supervisor • isolate and respond to watermain breaks, • oversee construction activities by third parties, 	<ul style="list-style-type: none"> • Minimum MECP Level 1 Water Distribution License • Intermediate knowledge of regulatory requirements • Basic Supervisory skills • Intermediate knowledge of emergency procedures • Advanced troubleshooting skills • Advanced knowledge of sampling methods, operations of appurtenances,

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

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	<ul style="list-style-type: none"> Report any abnormal conditions in the water distribution systems to the Water/Wastewater Supervisor Carry-out duties and tasks as assigned by the Water/Wastewater Supervisor and using standard operating procedures Respond to and document public complaints. 		<ul style="list-style-type: none"> On-the-job training
QMS Representative	<ul style="list-style-type: none"> Reports QMS effectiveness to Staff and Top Management Promotes awareness of the QMS to Staff, Suppliers and Contractors Liaises with external organizations regarding the water distribution system, the QMS and external audits Reviews and Issues QMS documentation Coordinates activities to meet or exceed the requirements of the DWQMS 	<ul style="list-style-type: none"> Approves changes to the Operational Plan and its appendices Approves changes to Standard Operating Procedures, Emergency Procedures Approves changes to QMS Forms 	<ul style="list-style-type: none"> Intermediate knowledge of regulatory requirements Intermediate presentation skills Intermediate knowledge of emergency procedures Intermediate troubleshooting skills Intermediate knowledge of sampling methods, operations of appurtenances, preventative & emergency maintenance processes

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
7	November 21, 2024	Updated Responsibilities of Operations Technologist	Jeff T, Matt S
8	February 10, 2025	Updated Responsibilities Chief Administrative Officer, Commissioner of Engineering and Public Works, and Manager of Environmental Services to include participation in Top Management Review	Jeff T, Matt S