

POSITION DESCRIPTION

EMERGENCY MANAGEMENT SUPPORT OFFICER

Position Details

Department:	Corporate Services
Unit:	Emergency Management
Classification:	Band 4
Date Reviewed:	February 2025
Award:	This position is subject to the Glenelg Shire Council's Enterprise Agreement

Values & Behaviours

Glenelg Shire Council is a values-based organisation that aims to attract, develop and retain people with ability, passion and potential within a culture of continuous learning and high performance.

Respect

Innovation

Integrity

Teamwork

Service
Excellence

Equal Employment Opportunity and Human Rights Principles

Glenelg Shire Council is an equal opportunity employer who embraces diversity through our organisation and community. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. Glenelg Shire Council is committed to the Human Rights principles and responsibilities of freedom, respect, equality and dignity.

Child Safe Standards Commitment

Glenelg Shire Council is committed to the safety, participation and empowerment of all children. Reducing and removing the risk of child abuse will be at the centre of our decision-making concerning children in our organisation.

Council has zero tolerance for child abuse and all allegations and safety concerns will be treated seriously and acted upon. Council will actively listen to children, ensuring their voices are heard and considered in decisions that affect their lives. This approach is reflected in Council's Community Engagement Framework and Youth Charter.

Position Objectives

- Support the Emergency Management Coordinator and Municipal Recovery Manager (MRM) in planning activities and the organisation of Council operations and resources associated with the delivery of emergency management in Glenelg Shire.
- Provide high level administrative support and customer service to the Emergency Management unit, including records management tasks, diary and email coordination, projects or events and the preparation of minutes and agendas.

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Key Responsibilities & Performance Standards

The key responsibilities and performance standards may be modified from time to time to ensure that the desired outcomes are in accordance with the Annual Plans which seek to achieve Council's stated goals as identified in its Council Plan. Without limiting the above, the key responsibilities and the performance standards of the Officer will include:

- Provide a diverse range of efficient administration and Customer Service assistance to the Emergency Management Unit.
- Assist with planning and preparation of various meetings including MEMPC and MFMPA agendas, minutes, actions registers and any other committees that are relevant. Liaison with emergency services from time to time.
- Assist with updating emergency plans and with annual municipal risks review process (including Fire Risk Register and CERA).
- Assist with planning and arrangements for projects/events from funding received from the State Government from time to time for education and or recovery activities for communities.
- Provide general advice and assistance across the organisation on matters relating to emergency management, including working with the Coordinator to ensure appropriate training of Council staff.
- Update emergency management administration information in procedures, plans and prepare draft procedures and staff delegations and identification cards.
- Regularly report on the activity and outcomes against the agreed priorities and work plan.
- Assist with the fire season preparation of rosters, training, attending regional and local briefings.
- Maintain a thorough understanding of appropriate Council policies and procedures.
- Utilising the EM-COP system to research and share data on emergency management planning and input municipal community events and MEMPC meeting dates.
- Participate in relief and recovery activities as reasonably required within the municipality during and after an emergency event.
- Conduct an annual check of Emergency Relief Centres and update of the emergency relief centre kits.
- Perform a leadership role as Emergency Relief Centre Manager or Emergency Management Liaison Officer and support ongoing relief and recovery activities as required.
- Engage with community members, community groups and associated agencies to include them in planning and implementation processes.
- Maintain the Vulnerable Persons Register and Facilities Register as required by DFFH policy through the Crisisworks system.
- Utilise the Crisisworks system during an emergency and update the Officers and library in the system from time to time.
- Update emergency management information on Council's website.
- Participate in relief and recovery activities as reasonably required within the municipality during and after an emergency event.

The Manager may direct the Officer to carry out such duties as are within the limits of the employee's skill, competence and training, provided such duties do not promote a narrowing of the employee's skill base.

The position will require the achievement of performance standards and indicators determined on an annual basis and subject to ongoing review.

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Confidentiality

The Officer must not, whether during or after the Officer's employment with Council, make any improper disclosure or use of:

- Any information or trade secrets of the Council;
- The position of the Council or of any Councillor or Council Officer on any confidential matter; or
- Any other information whatsoever, the disclosure of which may be detrimental to the interests of the Council or of any other person who has provided it to the Council on a confidential basis, unless the Officer is required to disclose the information by law. The Officer must use the Officer's best endeavours to prevent the improper publication or disclosure or use of any such information by anyone else.

Organisational Relationships

Reports to: Emergency Management Coordinator

Supervises: Nil

Accountability & Extent of Authority

- Responsible for coordinating all enquiries and correspondence in a timely manner.
- Responsible for arranging meetings, appointments and travel arrangements for the Emergency Management Coordinator and other staff as directed.
- Responsible for coordinating the Vulnerable Persons Register through Crisisworks.
- Responsible for maintaining a high level of communication and information flow within the Unit.
- Work unsupervised under general guidelines, with the authority to plan and organise own workload and activities to meet the goals and priorities as required with general guidance provided.
- Accountable for high standard production of correspondence and reports emanating from the Unit including the timely and efficient preparation of agendas and minutes of nominated meetings.
- Authority to provide advice and guidance within the officers skills and in line with Councils policy, procedures and delegations.

Judgement & Decision Making

- Use initiative and innovation to approach and undertake all aspects of the position.
- Demonstrate initiative in managing the position's well-defined work objectives.
- Use own judgement and initiative to solve problems using Council's procedures and guidelines and apply knowledge acquired through experience or training with guidance advice provided.
- Guidance and advice is always available.

Management Skills

- Ability to effectively organise own time and coordinate work commitments according to timelines, resources and importance.
- Assist in developing staff in Emergency Relief Centre roles
- Ability to support the Unit and communicate effectively with internal and external customers at a variety of different levels.
- Ability to work generally unsupervised.
- High level of administration and communication skills.

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Skills & Knowledge Required

- Understanding of relevant Emergency Management legislation including but not limited to the State Emergency Management Act and Country Fire Authority Act
- Knowledge and understanding of Local Government.
- High level of written and verbal communication skills with attention to details.
- Proficient computer skills with experience in Microsoft Office suite, and willingness to learn specific software as required
- Demonstrated exceptional customer service skills.
- Proficient word processing and desktop publishing skills with particular emphasis on accuracy and grammatical correctness.

Interpersonal Skills

- Understanding of and commitment to quality customer service and teamwork.
- Demonstrated high level written and verbal communication skills.
- Ability to coordinate a multitude of tasks/projects at any given time.
- Ability to work as part of a team.

Qualifications & Experience

- Qualification in emergency management or lesser qualification with relevant experience
- Relevant municipal or local government experience.
- Experience using Microsoft software applications.
- Current Victorian Drivers Licence.

Employee Risk Management Responsibilities (including OH&S)

The following items are the duties of each employee:

- To take reasonable care for their own safety and the safety of others affected by their acts or omissions;
- To co-operate with their employer in relation to any action taken to comply with the OH&S Act;
- Not wilfully or recklessly interfere with or misuse anything provided in the interest of health and safety;
- Not wilfully place at risk the health and safety of any person at the workplace;
- Report all safety hazards and risk exposures, including losses to their supervisor;
- Maintain physical security of all property, equipment and buildings within your jurisdiction and control;
- All staff are required to actively reduce Council's exposure to losses related to security, public liability and professional indemnity, fraud and corruption and reporting areas of concern.

Key Selection Criteria

- Qualification in Emergency Management or lesser qualification with relevant experience. several years' administrative support experience in an office environment.
- Demonstrated emergency management experience.
- Demonstrated time management capabilities.
- Experience using Microsoft office suite and proficient word processing skills.
- Proven ability to work cooperatively as part of a team.
- High level customer service skills and interpersonal, written and verbal communication skills.

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Key Selection Criteria Continued

- Ability to prepare routine reports, procedures, guidelines and correspondence including meeting agendas and minutes.
- A current driver's licence is essential.
- Ongoing satisfactory Police Check.
- Valid Working with Children Check card (Employee).

Signatures

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Employee's Name

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Employee's Signature

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Date

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Manager's Signature

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Date