

# Emergency Management Advisor

## Part one: Job Description

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| <b>Job title:</b> | Emergency Management Advisor | <b>Location:</b>   | Home-based in allocated City/District |
| <b>Status:</b>    | Full-time Permanent          | <b>Effective:</b>  | January 2018                          |
| <b>Group:</b>     | WREMO                        | <b>Department:</b> | Operational Readiness                 |

### 1. Role of the CDEM department

The Wellington Regional Emergency Management Office (WREMO) is a semi-autonomous body operating as part of the Greater Wellington Regional Council that is tasked with leading and coordinating the Civil Defence Emergency Management effort of the nine councils of the Wellington Region. The Civil Defence Emergency Management (CDEM) Act 2002 directs these councils to take steps to develop and maintain an effective level of capability across the 4Rs; Reduction, Readiness, Response and Recovery (comprehensive emergency management).

The WREMO mission is:

***“Empowering communities to build the resilience and continuity necessary so that the region is prepared to respond to and recover from natural and man-made emergencies”***

The WREMO vision is:

***A resilient community, ready and capable***

### 2. Purpose of role

Disasters happen. While they can't be prevented entirely, there are steps that can be taken to reduce the impact and enable the community to be better prepared to respond effectively and recover quickly. This role is to enhance the operational response mechanisms of the Wellington CDEM Group. It involves developing capability across people, infrastructure, systems, processes and plans; all designed to ensure the Wellington Region CDEM Group is ready and able to respond appropriately on an emergency.

## Emergency Response Role

Carrying out the duties of Response Manager supporting the Controller, in the Council Emergency Operations Centre during times of activation.

## Duty Officer Role

As part of a roster of WREMO staff and under the direction of the Group Controller, carry out the role of Duty Officer as the 24/7 Emergency Management point of contact; monitoring, liaising, and if necessary initiating response action.

## 3. Working relationships/reporting lines

Emergency Management Advisors (EMAs) in the Operational Readiness team report to the Manager, Operational Readiness.

From time to time EMAs may also be assigned to work under the direction of either the Manager, Community Resilience or Manager, Business and Development.

EMAs are authorised to:

- a. liaise directly with relevant peers in the nine councils of the Wellington Region, MCDEM, other government and emergency agencies, business and industry (as appropriate), plus CDEM partner organisations (e.g. Lifelines etc);
- b. engage with members of the community on CDEM matters consistent with the role as defined in the CDEM Group and Annual Plans, and directed by their manager.

## 4. Key results and tasks

| Key results   | Key tasks  |
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| <b>Teamwork</b><br><br>Contribute as a member of the Operational Readiness team and the wider WREMO team.   | <ul style="list-style-type: none"> <li>• Provide assistance to develop and implement functional programmes that lead to the achievement of WREMO's mission and vision.</li> <li>• Lead individual work programmes and manage other team members contributions to these programmes</li> </ul> |
| <b>Operational Readiness, People Capability</b><br><br>Contribute to the development of a range of people, agencies and organisations so that they are ready and able to respond to an emergency. | <ul style="list-style-type: none"> <li>• Contribute to the development of the Regional Emergency Operations Centre/Emergency Coordination Centre (ECC/EOC) Training programme</li> <li>• Conduct local level development and delivery</li> </ul>   |

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|  | <p>of ECC/EOC staff training</p> <ul style="list-style-type: none"> <li>• Contribute to the development, delivery and facilitation of annual CDEM exercises across the Wellington CDEM Group</li> <li>• Conduct the development and delivery of Operational Readiness training to all WREMO staff</li> <li>• Facilitate additional training opportunities with external stakeholders where possible</li> <li>• Provide additional training at the local level in agreement with local authorities</li> <li>• Attend local coordinating committees and facilitate scenario based discussions when possible</li> <li>• Foster useful opportunities to engage with external CDEM stakeholders to build solid working relationships</li> <li>• Mentor local Controllers and provide recommendations and advice on local level CDEM matters</li> </ul> |
| <p><b>Readiness and Response Infrastructure Management</b></p> <p>Ensure the infrastructure required to support a response is ready and fit for purpose.</p>   | <ul style="list-style-type: none"> <li>• In conjunction with Local Authorities, ensure that the assigned ECC or EOC is maintained in a high state of readiness</li> <li>• In conjunction with Local Authorities, ensure the assigned ECC or EOC is equipped to respond to an emergency in a timely fashion and for a reasonable duration</li> <li>• Provide advice and recommendations relating to ECC or EOC resourcing or capabilities</li> <li>• Ensure regular equipment checks and audits are carried out in accordance with local work programmes</li> <li>• Facilitate the maintenance of communication and Information Management systems</li> </ul>  |
| <p><b>Readiness and Response - Systems, Processes and Plans</b></p> <p>Work as part of the Operational Readiness Team delivering outcomes in accordance with the CDEM Group, Annual and Local Plans.</p> | <ul style="list-style-type: none"> <li>• Provide professional advice and services, utilising recognised specialist competencies to inform the development and delivery of CDEM strategies and initiatives (examples of special expertise might include logistics, training and education, systems and design, technology, marketing, business analysis, communications, risk management etc)</li> <li>• Developing plans, programmes, systems and</li> </ul>  |

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|   | <p>SOPs</p> <ul style="list-style-type: none"> <li>• Delivering against agreed plans and programmes</li> <li>• Welfare planning and coordination</li> <li>• Emergency public information management</li> <li>• Lifelines coordination</li> <li>• Response and restoration planning and systems.</li> </ul>   |
| <p><b>Emergency Management</b></p> <p>Carry out duties as Response Manager, when the local council Emergency Operations Centre is activated.</p> <p>As part of a roster, carry out the role of WREMO Duty Officer when assigned</p> | <ul style="list-style-type: none"> <li>• Support the Local Controller activate the Emergency Operations Centre and manage that centre's internal activities during response operations;</li> <li>• Under the direction of the Group Controller, carry out the role of Duty Officer as the 24/7 Emergency Management point of contact; monitoring, liaising, and if necessary initiating response action.</li> </ul>  |
| <p><b>Project Management</b></p>  | <ul style="list-style-type: none"> <li>• Initiate, develop and deliver projects in accordance with the WREMO Annual Plan</li> <li>• Ensure project management methodology (in accordance with the WREMO project management guide) is applied so that projects are managed and delivered on time, to budget and in accordance with project deliverables.</li> <li>• Evaluate all projects in terms of management and delivery to identify opportunities for improvement</li> </ul>      |
| <p><b>Personal Management</b></p> <p>Demonstrate a passion for excellence underpinned by a robust continuous improvement philosophy leading to performance, personal development, and well-being.</p>                               | <ul style="list-style-type: none"> <li>• Embrace innovation and continuous improvement as the way of doing business</li> <li>• Be open to consultation and seek regular feedback from your manager in line with Greater Wellington's performance management system (P4P)</li> <li>• Identify opportunities for training and development</li> <li>• Comply with Safety and Health legislation and policies.</li> <li>• Manages commitments through effective time management</li> </ul> |

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| <b>Sustainable Resource Management</b><br>Demonstrate a commitment to sustainable resource management.  | <ul style="list-style-type: none"> <li>• Support sustainable resource management and Greater Wellington's role and achievements in this area, including making effective and efficient use of resources available to the Department.</li> </ul>  |
| <b>Other Duties</b>   | <ul style="list-style-type: none"> <li>• Carry out duties as assigned. From time to time, the nature of the CDEM environment will require an "all hands" approach to an emerging priority situation requiring staff to be diverted from standard business as usual activities. This may include assist members from another WREMO team.</li> </ul>   |
| <b>Health &amp; Safety</b> <ul style="list-style-type: none"> <li>• A safe and healthy working environment is maintained</li> <li>• GWRC's health and safety policies are observed</li> </ul> | <ul style="list-style-type: none"> <li>• Actively engages in health and safety matters</li> <li>• Practices safe work methods and follows health and safety procedures</li> <li>• Protects themselves, their fellow employees and any other party, from unsafe situations by working in a safe and responsible manner, in accordance with policy and procedural requirements</li> <li>• Participates in safe work planning, hazard identification, risk assessment and developing recommendations for corrective actions</li> <li>• Reports all incidents, including near misses and hazards, whether or not these incidents involve injury</li> </ul> |

## 5. Dimensions (employees, budget, expenditure)

No direct financial delegation, however you may be expected to manage and oversee CDEM related budgets during the course of project or portfolio work as agreed.

## **Part two: Person Specification**

### **Essential knowledge, skills, and behaviours:**

#### **1. Qualifications, skills and experience**

- Some experience in planning and coordination in an Emergency Management or a related environment;
- A tertiary level qualification in Emergency Management or a related discipline (desirable);
- Experience/understanding of the Coordinated Incident Management System (CIMS) and how it is used in multi-agency emergency response;
- An understanding of CDEM legislation and relevant national/regional plans;
- Some experience of managing diverse projects;
- The ability to successfully build and maintain effective relationships with a diverse groups of stakeholders;
- Experience of working in teams and building effective working relationships;
- Strong facilitation and presentation skills;
- Strong interpersonal/stakeholder management skills;
- A positive approach, focused on solutions; and,
- Capable of engaging effectively in the community.

#### **2. Personal attributes and behavioural competencies**

- Excellent interpersonal skills and able to communicate effectively, both verbally and in writing, with a wide range of people at all levels;
- Unchallenged by unusual and disturbing events ;
- Good lateral thinker ;
- A good sense of community spirit;
- Flexible and approaches ambiguity as an opportunity rather than an obstacle;
- A passion for people; and,
- A willingness to go the extra distance in support of team/community outcomes.

### 3. Physical requirements

- A full and current driver licence
- The ability to use safely a keyboard mouse without causing or aggravating an injury
- The jobholder must be able to physically carry out the functions of the position.

## Part three: WREMO Core Values

Values drive all behaviours. They can be thought of as the principles by which both individuals and organisations live. They are also a key driver of motivation and set the standard by which our actions may be judged. The power to drive behaviour comes from the fact that values have attached emotions. A good set of values is the key to building and empowering a high performing team. Individuals within that team are free to make choices within the framework of the organisational values. In this way, they act as a moral compass and assist individuals make the right choices in times of ambiguity. You cannot have a high performing team without a common set of agreed values. Professional skills and personal attributes, alone will not guarantee success.

The creation of a cross regional CDEM team has brought together a group of professionals, from a range of specialist backgrounds and provided the opportunity to deliver Civil Defence Emergency Management through one unified semi-autonomous team servicing the Wellington region. The establishment of a common set of core values signals a change in direction for the CDEM team and should assist provide the motivation, focus, and standards required for us to achieve our vision for success. Becoming a values based organisation is neither a simple nor quick fix for any perceived lack of performance. It is however essential however, if we are to become a champion organisation on and off the park. The team values are summarised as follows:

### Teamwork

Teamwork is where the collective output exceeds the sum of the efforts of the individuals involved. We foster teamwork by:

- Sharing our knowledge and skills;
- Contributing to collective improvement;
- Welcoming and respecting different ideas and perspectives;
- Engaging regularly with key stakeholders;
- Being accountable to each other for our actions;
- Looking for the fun in what we do;
- Celebrating successes on and off the field; and,
- Displaying a “fire in the belly” passion which drives superior performance plus a desire to achieve.

## **Professionalism**

This is our commitment to be the best we can be. We display professionalism by:

- Setting challenging goals, planning, and then striving to achieve them;
- Achieving our full potential as individuals, teams and as an organisation;
- Leading through innovation;
- Producing performance and consistency on which the community can rely
- Possessing the agility to change and adapt;
- Producing outcomes which meets the needs of our customer chain; and,
- Pride in promoting our role in a positive way.

## **Integrity**

- Having the courage to “do the right thing”;
- Ensuring our actions pass the “mirror test”;
- Transparent processes producing credible outcomes;
- Earning the respect of work colleagues and others; and,
- Acting with honesty and displaying a sense of honour at all times.

## **Community**

- Having a sense of community which underpins all our actions and motivations;
- Displaying pride and a sense of affinity for our region;
- Promoting a sense of belonging; and,
- Achieving the synergy that comes with partnership.

## **Date and signatures**

Job holder: \_\_\_\_\_

Date: \_\_\_\_\_

Manager: \_\_\_\_\_

Date: \_\_\_\_\_