

<b>Job title:</b> Emergency Management Support Team Officer	
<b>Classification:</b> As per substantive role	<b>Effective Date:</b> Ongoing (Reviewed May 2024)
<b>Reports to:</b> Municipal Recovery Manager of Municipal Emergency Management Officer or delegate	<b>Tenure:</b> Active during declared Emergency

## About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



## CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

### Collaboration

We work flexibly together to achieve outcomes and solve problems.

### Respect

We actively listen, value diversity and care.

### Excellence

We adapt, respond, learn and grow.

### Accountability

We take responsibility and follow through on our promises.

### Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

This Duty Statement is not a formal Position Description. This role (document) is activated in the event of a declared emergency when the Emergency Response Team is required.

This Role provides administrative assistance and operational support to enable the effective delivery of support and essential needs to attendees at an Emergency Relief Centre (ERC) or administrative assistance at a Municipal Emergency Coordination Centre (MECC) during a declared municipal emergency.

## Key Responsibilities

### *Position-Specific Responsibilities*

- Undertake **administration tasks** which may include, but are not limited to:
  - Assisting with communication, record keeping and reporting requirements at an MECC or between the MECC and ERC, as directed.
  - Assisting with the collection and collation of data and information (e.g. attendance data).
  - Assisting with the registration of ERC attendees, including facility check in / check out.
  - Log and refer requests of staff or attendees in an ERC.
- Undertaking **support tasks** which may include, but are not limited to:
  - Meeting and greeting attendees.
  - Marshalling and directing attendees within an ERC.
  - Providing information to attendees about the facility and support agencies.
  - Triage service needs with attendees and directing them to relevant support agencies within an ERC.
  - Assisting with the care of particular groups (eg CALD, children, older people, people with special needs).
- Assisting attendees with the completion of forms.
- Undertaking record keeping as directed.
- Assisting the orderly maintenance and operation of an ERC; identifying and reporting issues as they arise.

### *General Responsibilities*

- Adhere to health and safety standards and report risks, hazards, incidents and near misses.
- Maintain an incident log and adhere to document management requirements.

- Log start and finish times.
- Assist in the resolution or escalation of issues as they arise.
- Contribute to reporting requirements, where relevant.
- Participate in briefings at the commencement, and debriefings at the end of shift.
- Provide detailed handover briefing to incoming replacement.
- Undertake other tasks as directed.

### *Corporate Responsibilities*

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

## Accountability and Extent of Authority

**Budget:** Nil

**Staff responsibility:** This role would not have formal people management responsibilities but may be required to “buddy-up” with less experienced or new team members.

## Judgement and Decision Making

- Requires personal judgment in the delivery of documented procedures.

## Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Requires an understanding of (or ability to understand) the function of the position within the organisational context, including relevant policies and procedures.

## Qualifications and Experience

Qualifications/ Certificates /Licences:

- Valid employee Working with Children Check.
- Police Check Validation (could be periodic) check with People & Culture

## Interpersonal Skills

- Ability to gain co-operation and assistance from members of the public.
- May be expected to contribute to reports.

## Key Relationships:

The internal and external parties or stakeholders the position will liaise with include:

- Municipal Recovery Manager (MRM) (Council appointee)
- Municipal Emergency Management Officer (MEMO) (Council appointee)
- Emergency Relief Centre (ERC) Manager (Council appointee)
- Staff from emergency relief and response agencies such as Red Cross, Victorian Council of Churches, Victoria Police, St John Ambulance, Fire Rescue Victoria, State Emergency Service, Ambulance Victoria and Department of Families, Fairness and Housing.

## Management Skills

- Operating at the coal face, must be able to provide guidance to clients.
- Requires skills in managing time, planning and organising own work.

## Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- Willing to work outside normal business hours.
- Willing to undertake the same duties in other municipalities.
- A valid Victorian driver's licence. (Desirable)

## Key Selection Criteria

- Experience in a Council customer-facing role.
- Intermediate customer relationship system (such as Pathway) skills
- Intermediate MS Office application skills.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	- Getting supplies from lower cupboards	Up to 10 times per shift	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	- Customer Service - Reaching across counters		
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	- Customer Service Room set up - Tables - Chairs - Screens/Dividers - Emptying rubbish bins	Over 50% of shift	
<b>Standing</b> Tasks involve standing in an upright position	Serving & greeting customers	Up to 50% of shift – regular sitting/standing intervals	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	Placing internal and external signage	Start and finish of shifts	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	Daily tasks require walking / transiting throughout the ERC or within the MECC.	Up to 50% of shift	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	Storage/retrieval and distribution of boxes of materials, paper forms and signage	Up to 10% shift time	
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	- Pushing chair and utility trolleys. - Assist with pushing ERC patrons on wheelchairs.	Up to 10% shift time	

# Duty statement

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	Collecting resident data, updating case details	Up to 8hrs of computer workstation duties	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	Able to see and respond to computer screen images and text.	Required	

**Any other relevant comments:**

Staff may be required to use headphones and make phone calls to residents.