



POSITION DESCRIPTION

Recovery Officer

Incumbent:	VACANT
Department:	Emergency Management
Reports to:	Emergency Management Coordinator
Supervises/manages:	Nil
Employment Status:	Full-time (Fixed Term)
Award Classification:	Band 6
Prepared by:	Human Resources Business Partner
Approved by:	Chief Executive Officer

Position Summary

Working closely with the community, the Recovery Officer is instrumental in the development and implementation of recovery initiatives across the municipality.

The officer is also responsible for managing record-keeping associated with recovery works and community engagement, while providing support to the Emergency Management Coordinator.

Key Responsibilities

- Liaise, consult, and negotiate with recovery agencies and Council on behalf of affected areas.
- Support volunteers, community members and groups with community run events and activities by assisting with promotion and participation.
- Prepare and present regular written and oral reports on progress and evaluation to the Emergency Management Coordinator.
- Provide recommendations to all aspects of emergency planning for relief and recovery from community feedback.
- Provide high level support and advice to community stakeholders.
- Assist with the development of community recovery planning, with a focus on community capacity building.
- Develop a work plan which includes appropriate strategies, activities, timelines and performance indicators for supporting communities.
- Work cohesively with other staff across the organisation to establish timelines, providing regular project updates and reports, briefings, and other relevant information.
- Support the reporting of data and outcomes on all aspects of recovery.
- Provide high-level customer service ensuring that all enquiries are dealt with promptly and courteously.
- Ensure compliance with statutory requirements relevant to the position.
- To work as an active member within the team.
- Ensure compliance with Council's Risk Management Policy, Risk Management Framework and OH&S Policy.
- Observe all policies and procedures of Council.



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- Any other duties as required within the scope of the position such as grants management, administrative support, engagement and support with other Council community-led recovery programs.



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Accountability & Extent of Authority

- Day-to-day support to communities and relief and recovery staff.
- Ensure the preparation and timely completion of all emergency relief and recovery projects and community requirements.
- Undertake powers, duties or functions delegated under the Emergency Management Act.
- Provide advice and support to volunteers and the wider community as required for the mitigation, preparation, planning and relief, and recovery aspects of emergencies.
- The freedom to act is subject to regulations and policies with regular reporting to the Emergency Management Coordinator.

Judgement & Decision Making

- Review Emergency Management plans and policy interpretation and the necessity to recommend further improvements as the recovery process continues.
- Ability to make daily operational decisions to achieve the strategic outcomes of the organisation.
- Provide specialist advice and guidance to other community support organisations, volunteers and support networks.
- The nature of the work is generally specialised with methods, procedures and processes developed from theory or precedent.
- The work may involve improving and/or developing methods and techniques generally based on previous experience.
- Problem solving may involve the application of these techniques to new situations.
- Guidance and advice would usually be available in time to make a decision.

Specialist Knowledge & Skills

- Proficiency in the application of theory of emergency management, community engagement and a range of projects as they relate to community and relief and recovery.
- Knowledge and understanding of community relief and recovery and the role local government plays in this area.
- Understanding of best practice and the statutory framework of emergency management.
- Liaise, negotiate, and communicate effectively on complex issues with a range of stakeholders.
- Well-developed skills in analysis, research methods and ability to appraise information.
- Capacity for initiative and innovation in approach to the position.
- An understanding of the long-term goals of the emergency management program.

Management Skills

- Support staff to work positively and proactively within a team environment to achieve organisational goals.
- Set priorities and organise one's own work to deliver work programs on time and within budget.
- Highly developed project management skills and an ability to deliver agreed outcomes with limited supervision.
- Ability to effectively manage staff and contractors, including organising and managing workloads and setting targets.

Interpersonal Skills

- High level of motivation with an ability to be pro-active and make a positive contribution to the emergency management team and the wider organisation.



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- Highly developed communication skills, both oral and written, and an ability to report on a variety of topics.
- Ability to identify stakeholder/customer needs and expectations, decide appropriate action and respond accordingly.
- Well-developed skills in negotiation and conflict resolution skills.

Qualifications & Experience

- Completion of a degree or diploma in emergency management, community engagement, social sciences or a related field is desirable with some relevant experience.
- Experience in emergency management, community recovery, working with vulnerable people and non-profit organisations.
- Sound knowledge of emergency management practices in a local government environment.
- Demonstrated experience in computer software including Microsoft office and CrisisWorks Emergency Management System.
- Victorian Driver's Licence.
- Working with Children Check.

Key Selection Criteria

1. Strong focus on community and their needs during an emergency recovery period.
2. Highly developed communication skills with the ability to develop strong working relationships both internally and externally, including an ability to develop and present information in clear, easy to understand language.
3. Well-developed skills in negotiation and conflict resolution with the ability to deal with difficult situations in a calm manner.
4. Analyse and collate information from a variety of sources to develop and deliver reports and presentations.
5. Demonstrated excellent organisational and time management skills in a fast paced environment.

Position Approval

	Signed	Date
Acknowledged by Employee		
Approved by the HR Business Partner		
Approved by the Chief Executive Officer		