

Position Description

Position Title	Municipal Recovery Manager (MRM) and Fire Prevention Coordinator (MFPC)
Directorate	Community Strengthening
Department/Business Unit	Safe, Active and Connected Communities
Team	Emergency Management Unit
Classification	Band 7
Date	February 2024

Reports to:	Emergency Management Coordinator
Supervises:	Dept Municipal Recovery Managers and Assistant Municipal Fire Prevention Officers
Internal Liaison:	Municipal Emergency Management Officers (MEMO), Municipal Fire Prevention Officers (MFPO) Community Strengthening Staff, Local Laws Staff, Public Health Staff All other Emergency Management Staff.
External Liaison:	Municipal Emergency Response Coordinator (MERC) Municipal Emergency Management Enhancement Group Victoria Police / Ambulance Victoria / Salvation Army / Red Cross Victoria State Emergency Service / Country Fire Authority / Fire Rescue Victoria Emergency Management Victoria Local Government Victoria / Municipal Association of Victoria Department of Families, Fairness and Housing / Department of Health / Monash Health (SEPHU) / Victorian Council of Churches Emergency Ministries Other organisations listed in the MEMP and Sub Plans

Position Objectives

Your primary purpose in this position is to support and liaise with:

- Municipal Emergency Response Coordinator (MERC) Municipal Emergency Management Enhancement Group
- Victoria Police / Ambulance Victoria / Salvation Army / Red Cross
- Victoria State Emergency Service / Country Fire Authority / Fire Rescue Victoria Emergency Management Victoria
- Local Government Victoria / Municipal Association of Victoria
- Department of Families, Fairness and Housing / Department of Health / Monash Health (SEPHU) / Victorian Council of Churches Emergency Ministries
- Other organisations listed in the MEMP and Sub Plans

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- A relevant tertiary qualification in Emergency Management and Planning and/or related discipline along with significant relevant experience [preferably in a Local Government setting] as well as qualifications as a Municipal Fire Prevention Officer. Relevant experience must include:

- Demonstrated ability to interpret Emergency Management Act (1986) and CFA Act (1958), guidelines and regulations;
- Demonstrated ability to identify and analyse specific Emergency Management needs and lead implementation of solutions to address those needs;
- Relevant experience in developing and delivering community education programs for Emergency Management.
- Proven problem-solving abilities, strategic thinking and sound judgement to achieve organisational goals and objectives, minimise risk and create or take advantage of opportunities.
- Highly developed communication skills both written and verbal.
- Availability to respond 24 hrs as part of the Emergency Management Team.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence -

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Emergency Management	<ul style="list-style-type: none"> ● To uphold Council's obligations and requirements under the Emergency Management Act (1986), Emergency Management Act (2013) and State Emergency Management Plan (SEMP) in a timely manner; including maintaining and updating the Municipal Emergency Management Plan (MEMP), sub-plans and identifying and ensuring Council and other resources are available in the event of an emergency. ● Coordinate and Chair Municipal Emergency Relief and Recovery Sub Committee and Municipal Fire Management Planning Sub Committee as required. ● Participate in all other relevant committee meetings as required. ● Assist the Emergency Management Coordinator to plan, coordinate, evaluate and record training and exercises particularly focusing on Emergency Relief Centres (ERC) and relevant software and processes. ● Ensure the appropriate operating procedures and processes used by relevant stakeholders in an emergency are developed, documented, tested and reviewed and in line with State requirements. ● Provide input into policy development and strategic planning for emergency management, considering local, regional and state-wide trends, legislation, community and council needs and requirements. ● Provide emergency mitigation, relief, response and recovery advice to members of the public, professionals, other council departments and agencies as required and in line with policy and procedures. ● Ability to be on a 24hr call roster as part of the Emergency Management Team.
Municipal Recovery Manager (MRM)	<ul style="list-style-type: none"> ● Undertake the responsibilities of the delegated Municipal Recovery Manager (MRM) in accordance with the Municipal Emergency Management Plan (MEMP) and State Emergency Management Plan (SEMP). ● Coordinate municipal resources required for the emergency relief and recovery needs of the community in consultation with the Municipal Emergency Management Officer (MEMO), Municipal Emergency Response Coordinator (MERC) and Emergency Management Coordinator. ● Plan, coordinate and chair the Municipal Emergency Relief and Recovery meetings and any other meetings as required. ● Represent Council on Regional Relief and Recovery committees. ● Build and maintain relationships with local agencies and relief and recovery service providers with capacity to contribute to local relief and recovery arrangements.

Municipal Fire Prevention Officer (MFPO)	<ul style="list-style-type: none"> • Undertake the responsibilities of the delegated Municipal Fire Prevention Officer (MFPO) in accordance with the Municipal Emergency Management Plan (MEMP) and State Emergency Management Plan (SEMP). • Manage all legislative requirements and ensure council is complying with relevant sections of the Country Fire Authority Act (1958), Fire Rescue Victoria Act (1958) formerly known as the Metropolitan Fire Brigades Act 1958 and local laws. • Development and implement council fire safety related programs that aim to reduce the impacts of fire, across the Greater Dandenong municipality. • Plan and coordinate and chair the Municipal Fire Management Planning Sub-Committee meetings and any other relevant committee meetings as required. • Provide direction and support to nominated Assistant Municipal Fire Prevention Officers within Council. • Develop and maintain an up to date database of information relating to fire prevention and fire hazards. • Investigate complaints in a professional manner and act under the Acts and Regulations authorised by Council
Customer Service	<ul style="list-style-type: none"> • Build on existing internal, community and multi-agency relationships through training, education, and open communication in all components of the role. • Work with neighbouring councils to develop rapport and a collaborative approach to Emergency Management. • Respond to customer requests and enquiries within specified time frames. • Represent Council at official functions, meetings, seminars, etc both during and outside normal working hours, as necessary. • Keep up to date with developments, legislation and regulations relevant to all aspects of the role

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none"> • Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Child Safety	<ul style="list-style-type: none"> • Understand obligations and act in an appropriate manner with and around children • Promote positive work practices with children • Establish boundaries around acceptable and unacceptable behaviour in relation to children • Adhere to reporting obligations where there is suspected or discovered child abuse
Climate Change & Sustainability	<ul style="list-style-type: none"> • Help support Council's response to the climate emergency by helping facilitate a whole -of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none"> • Remain mindful of the requirements of the Victorian Charter of Human Rights at all times. • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.

	<ul style="list-style-type: none"> Perform other duties as directed within the limits of acquired skills, knowledge, and training. At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none"> Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> zero tolerance of racism and expectations that staff will act on incidents of racism supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none"> Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Vision and Hearing Requirements

- ☐ This position requires a vision test
- ☐ This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Problem solving – requirement to develop sound solutions to novel or		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>unusual problems arising during the course of the day</i>					
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

☒ This position does not require more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Power/open hand grip – <i>Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – <i>Performing manual handling actions at or near ground level</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – <i>Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – <i>Applying force to move something away or closer to one's self, including static positions</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – <i>Amount of force or effort required to perform a specific task or part of a task</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Build on existing internal, community and multi-agency relationships through training, education, and open communication in all components of the role.
- Work with neighbouring councils to develop rapport and a collaborative approach to Emergency Management.
- Respond to customer requests and enquiries within specified time frames.
- Represent Council at official functions, meetings, seminars, etc both during and outside normal working hours, as necessary.
- Keep up to date with developments, legislation and regulations relevant to all aspects of the role and maintain Council's emergency management policies and procedures accordingly.
- Where primes responsibility is to provide specialist advice to or regulate clients, the freedom to act is subject to professional and regulatory review. The impact of decisions made or advice given may have a substantial impact on individual clients or classes of clients.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- This position is essentially problem solving in nature. The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem-solving process comes from the application of these established techniques to new situations. Accordingly, the incumbent must be a strategic thinker in addition to demonstrating sound judgement in a diverse range of difficult

situations. Effective judgement is critical in making decisions that may have economic, political and social consequences.

- Demonstrated ability to identify and analyse specific emergency management needs and lead the implementation of solutions in consultation with relevant Council staff, the community and other local, State and Federal agencies. Where involved in policy formulation, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Proficiency in the application of a theoretical or scientific discipline in the search for solutions to new problems and opportunities. This includes a thorough knowledge of contemporary emergency management theories and ability to organise and arrange emergency response and recovery processes as defined in the Municipal Emergency Management Plan.
- Ability to interpret the Emergency Management Act (1986) and CFA Act (1958) and others, various guidelines and regulations and to research, analyse data and compile reports.
- A knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures is required to manage projects within budget and agreed timelines. This also includes proficiency in the management of grants/external funding and the management of associated projects.
- Where involved in policy formulation, analytical and investigative skills are required to enable the formulation of policy options from within a broad organisation-wide framework.
- An understanding is required of the long-term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.

Management & Interpersonal skills

The essential position requirements include:

- Ability to manage time, set priorities, plan and organise one's own work and where appropriate that of other employees so as to achieve specific and set Emergency Management Teams objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- An understanding and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employee's development schemes. They would be also expected to contribute to the development and implementation of long-term staffing strategies.
- Ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of broadly defined Emergency Management Teams activities and to motivate and develop employees.
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems and with other employees within their own organisation to resolve intra-organisational problems.

Appendix

Core Capability Framework – Team Member

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards

• Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.
We act with integrity at all times and in all matters.
We take time to listen to and seek to understand the other point of view.
We strive to understand and respect the diversity of our community and our workplace.
We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.
We constantly ask: What's the future and what's possible?
We have the courage to try new ideas.
We strive for excellence in everything we do.

Engaged

We listen to our community and respond.
We work together with our community and each other, to achieve the best outcome.
We have the confidence to challenge the status quo, to reach for better outcomes.
We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.
We form our opinions and give advice from sound, evidence based research.
We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.
We spend our time and effort on solutions rather than looking for someone to blame.
We take responsibility for our actions.

