



# position description

POSITION TITLE	Emergency Management Coordinator
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024-2027 – Band 7
DIRECTORATE	Corporate
BUSINESS UNIT	Governance, Performance and Engagement
REPORTS TO	Manager Governance, Performance and Engagement
SUPERVISES	Emergency Relief Staff (as required)
EMPLOYMENT STATUS	Full Time
DATE	8 April 2026
EMPLOYEE NAME	TBA

## ORGANISATIONAL CONTEXT

Wodonga Council’s vision is to be a vibrant, well-planned city where people, nature and opportunity thrive through connection, resilience and leadership. This vision underpins our mission to deliver efficient services and infrastructure through responsible financial management, ensuring value for the community and long-term sustainability.

Wodonga Council is committed to sustainable economic growth, responsible resource management and creating opportunities that enhance wellbeing, environmental sustainability and community connection.

Governance is provided by seven elected councillors, with the Chief Executive Officer (CEO) responsible for implementing Council decisions. The CEO is supported by an organisational structure comprising three directors and more than 300 staff who work collaboratively to deliver a broad range of services that meet the evolving needs of our community.

The Governance, Performance and Engagement business unit plays a central role in strengthening organisational effectiveness, transparency and community trust. The team supports Council by driving meaningful engagement, robust performance management and clear, evidence-based reporting to inform decision-making and demonstrate accountability.

Working collaboratively across the organisation, the unit delivers integrated engagement practices, performance frameworks and reporting insights that support informed leadership, continuous improvement and high-quality service delivery. Through a strong focus on governance, sound risk management, data, insight and communication, the team enables Council to measure what matters, tell its story clearly, and respond effectively to the needs and expectations of the community.

*our values*

TRUST - RESPECT - INTEGRITY - LEARNING

*our mission*

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

## POSITION OBJECTIVES

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Coordinate Council's Emergency Management activities to support community safety and organisational resilience. Ensure legislative compliance, facilitate preparedness and recovery planning, integrate continuity practices across Council, and builds capability through training and stakeholder engagement. Embed emergency management as a core component of Council business, improving Council's capacity to activate before, during and after emergency situations

## ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

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In accordance with the Emergency Management Act 2013, the role:

- Coordinates emergency management to ensure preparedness and organisational resilience, through a planned and continuous improvement approach.
- Coordinates strategic and operational emergency management planning in alignment with legislative requirements of the Emergency Management Act 2013 and Council objectives.
- Coordinates and delivers emergency management preparedness training across the organisation.
- Coordinates the Municipal Emergency Management Planning Committee to review and assure the Municipal Emergency Management Plan (MEMP), sub-plans, and Community Emergency Risk Assessments (CERA).
- Identifies, opportunities through funding and networks to achieve emergency management planning priorities, and coordinates reporting required for funding and other statutory obligations.
- Participates in local, cluster and regional collaboration and partnership activities, fostering improved resource use and efficiencies.
- Functions as the primary Municipal Emergency Management Officer (MEMO) and provides functions as Emergency Management Liaison Officer (EMLO), Municipal Recovery Manager (MRM) and Municipal Fire Prevention Officer (MFPO) when required.
- Supports the implementation of business continuity initiatives and integration with emergency management.
- Manages the Vulnerable Persons Register (VPR) and coordinates related planning with internal teams and external agencies.
- Provides expert advice and prepares reports, dashboards, and briefings for internal and external stakeholders.
- Ensures compliance with relevant legislation, including emergency management, privacy, and gender equality laws.

## COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

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You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	Talk straight – Say what you mean and mean what you say Create transparency – Do not withhold information unnecessarily or inappropriately Right wrongs Practice accountability – Take responsibility for results without excuses Extend trust – Show a willingness to trust others, even when it involves a measure of risk
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Respect	Treat other people with courtesy, politeness and kindness, no matter what their position or opinion  Listen first – Seek to understand others before trying to diagnose, influence or prescribe
Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation’s objectives and values  Keep confidences  Do what you say you will do to the best of your ability  Be open about mistakes  Speak of those that are absent only in a positive way
Learning	Work together and learn from each other  Continuously improve and innovate  Be open to change  There is a high degree of responsibility for results – delivery without excuses

#### CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability

#### JUDGEMENT AND DECISION-MAKING SKILLS

- Exercises high level judgement in managing complex and emergency situations, while ensuring legislative compliance.
- Operates with autonomy in planning and responding to emergencies and escalates where issues are highly sensitive or strategic and supervises others during emergency events and recovery activation.
- Makes decisions that impact service delivery, risk exposure, and Council’s legal compliance.

#### SPECIALIST KNOWLEDGE AND SKILLS

- Applies advanced knowledge of the Emergency Management Act 2013 and interprets and applies legislation in planning for and responding to emergency events.
- Applies strategic thinking to the development and testing of emergency and continuity plans using risk-based and inclusive planning methods.
- Leads in the identification of and application for funding opportunities, and coordinates relevant reporting required by grants programs, disaster relief claims and legislation.
- Develops effective relationships with external agencies, represents Council on committees and provides high-level advice to senior leaders and partners.
- Leads stakeholder engagement and integrates community safety and resilience considerations.

## MANAGEMENT SKILLS

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- Leads working groups and relevant emergency preparedness training programs across Council.
- Prioritises competing programs and meets deadlines independently and as part of a team.
- Delivers the supervision and training of staff and volunteers during emergency operations.
- Operates with minimal supervision and mentors others in engaging effectively and appropriately in emergency preparedness and response.
- Understands OHS obligations and ensures safe practices during field inspections or incident responses.

## INTERPERSONAL SKILLS

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- Builds and maintains influential relationships and gains cooperation and trust across teams, agencies and regional partners.
- Negotiates effectively and advocates with external stakeholders to achieve Council's objectives in emergency management.
- Communicates confidently, clearly and respectfully with staff, stakeholders, and the public.
- Prepares and presents professional reports and correspondence in line with Council protocols.
- Maintains confidentiality and exercises discretion with sensitive and personal data.

## INFORMATION TECHNOLOGY SKILLS

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- Proficient use of Microsoft 365 applications and digital tools to manage communications, planning and reporting, and documentation.
- Operates emergency-specific platforms, such as Crisis works and EM-COP with confidence.
- Adapts quickly to new systems and ensures accurate electronic recordkeeping.

## CUSTOMER AND STAKEHOLDER ENGAGEMENT

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Meet customer service expectations to:

- Provides timely, clear, courteous, and professional advice to internal and external stakeholders.
- Educates others on emergency management best practices to support informed decision-making.
- Listens actively, explains information clearly, and follows through on commitments.
- Ensures accessibility and inclusive service delivery in emergency-related support.
- Apologises and rectifies issues where service expectations are not met.

## EMERGENCY MANAGEMENT DUTIES

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As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

## OCCUPATIONAL HEALTH AND SAFETY / RISK MANAGEMENT

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Wodonga Council is committed to maintaining the highest standards of health, safety and risk management across all operations, including the prevention and management of physical and psychosocial hazards. To support this commitment, you will:

- Comply with Council's Occupational Health and Safety and risk management policies, procedures and systems to ensure the safety and wellbeing of employees, contractors, visitors and the community.
- Identify, assess and manage physical and psychosocial hazards within your area of responsibility to support a safe, respectful and healthy workplace.
- Report incidents, hazards and near misses promptly and contribute to investigations and corrective actions to prevent recurrence.
- Support and participate in Council's health, safety and risk management initiatives to promote a culture of safety, accountability and continuous improvement.

## QUALIFICATIONS AND EXPERIENCE

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- Tertiary qualification in emergency management or business continuity or a related field, or substantial demonstrated experience in a related field, preferably within local government
- Experience in sourcing and managing grants, acquittals and reporting, including disaster relief funding.
- Strong written and verbal communication skills including training, presentations and meeting management.
- Demonstrated ability to manage and deliver operational and work plans in collaboration with others.

## LICENCES AND MANDATORY REQUIREMENTS

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- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)

## EQUAL OPPORTUNITY STATEMENT

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Wodonga Council is an equal opportunity employer and is committed to providing a workplace that is fair, inclusive and free from discrimination. We ensure all applicants and employees are treated equitably regardless of age, gender, disability, marital status, pregnancy, sexual orientation, race, religion or any other characteristic protected under relevant legislation.

Council recognises its responsibilities under equal opportunity and workplace legislation and is committed to preventing discrimination, promoting inclusion and fostering a respectful workplace for all employees and members of the community.

## COGNITIVE JOB DEMANDS

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The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations
- Meet performance expectations
- Working in a professional capacity within the work environment

- Being willing and able to adapt to change
- Demonstrating resilience under pressure, and in changing and challenging circumstances

#### INHERENT REQUIREMENTS OF THE JOB

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For details of the inherent requirements of the job, please see Attachment 2.

#### KEY SELECTION CRITERIA

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1. Qualification or substantial demonstrated experience in emergency management and business continuity planning within a complex organisation
2. Proven ability to develop and deliver a program of emergency management and preparedness, including the development of plans, sub-plans and training.
3. Excellent interpersonal skills to encourage best practice in emergency management within Council and with external stakeholders.
4. Excellent written and verbal communication skills, with the ability to prepare high-quality emergency and continuity plans, strategic reports, and recommendations for internal and external stakeholders, as well as present briefings and deliver internal emergency management training
5. Strong interpersonal, stakeholder engagement, and influencing skills, with the ability to lead cross-functional collaboration and drive change across departments in complex and high-pressure environments
6. Proven ability to manage complex and conflicting work demands in an emergency context while maintaining a strong work ethic, operating independently with minimal supervision, showing initiative, and demonstrating accountability and professional integrity in all tasks
7. Strong risk analysis and problem-solving capabilities, particularly in the context of emergency management, occupational health and safety in the emergency context, business continuity, and community safety planning within a local government or similar setting

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Staff member signature

# People and performance framework

<b>CUSTOMER SERVICE AND COMMUNICATION</b>  Understanding and valuing our customer needs to make sure we provide quality customer service.		<b>BUILD AND ENHANCE RELATIONSHIPS</b>  Collaborating and working with our people and community.		<b>PLAN, ORGANISE AND DELIVER</b>  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
<b>FUTURE FOCUS</b>  Identifying ways we can do better and anticipating future opportunities.	<b>PEOPLE DEVELOPMENT</b>  Looking after the personal and professional growth of our people.		<b>MANAGE HEALTH AND WELLBEING</b>  Recognising the importance of staff health and wellbeing.		<b>SAFETY AND RISK MANAGEMENT</b>  Prioritising safe and ethical behaviour and decision-making in everything we do.

## Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> <li>• Is helpful, shows respect, courtesy and fairness with staff and customers</li> <li>• Demonstrates empathy and a willingness to assist</li> <li>• Communicates information clearly</li> <li>• Listens and asks questions to understand customer needs and point of view</li> <li>• Proactively seeks solutions and keeps customers informed of progress</li> <li>• Operates within council procedures and policies</li> <li>• Writes in a way that is logical and easy to follow</li> </ul>
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## Build and Enhance Relationships

Works co-operatively and effectively with others.	<ul style="list-style-type: none"> <li>• Demonstrates clear, open and honest communication</li> <li>• Works constructively to resolve conflict</li> <li>• Shows enthusiasm to help others</li> <li>• Listens and respects the value of different views, ideas and ways of working</li> <li>• Builds and sustains positive relationships with staff and customers</li> <li>• Actively participates in team and other activities</li> <li>• Keeps others informed and seeks clarification when required</li> </ul>
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## Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> <li>• Demonstrates effective use of time and resources to meet expectations and achieve outcomes</li> <li>• Understands what is required of the role and how this contributes to team priorities</li> <li>• Keeps appropriate people informed on progress of tasks and projects</li> <li>• Seeks information when required, demonstrates initiative</li> <li>• Undertakes to complete all tasks with a positive, can-do attitude</li> </ul>
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### Future Focus

Looks for improvements and is adaptable to change.

- Understands council vision and purpose and how their role fits in
- Is willing to adapt to changing processes, systems, technology and environments
- Looks for improvements and better ways of doing things
- Seeks support and clarification when required

### People Development

Welcomes opportunities for learning and self-development.

- Displays council values
- Reflects upon own performance
- Seeks and acts upon feedback
- Sets goals for personal and professional development
- Finds ways to learn and improve in the completion of day-to-day tasks
- Takes responsibility for own work and meeting job requirements

### Manage Health and Wellbeing

Takes responsibility for self-care and managing work-life balance.

- Demonstrates effective time management and prioritising of tasks
- Is aware of, controls and expresses their own emotions appropriately
- Recognises when support is needed
- Accepts responsibility for their own actions and outcomes
- Is aware of the importance of self-care

### Safety and Risk Management

Takes responsibility for personal actions and reports safety and compliance concerns.

- Remains vigilant in ensuring a safe working environment for self and others
- Is aware of risk and takes action to prevent problems
- Reports hazards, incidents (including near misses) and compliance concerns in a timely way
- Understands the importance of honesty and transparency
- Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets
- Complies with policies and procedures

## INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

### ATTACHMENT 2

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Emergency Management Coordinator	To develop robust and innovative strategies to increase emergency management capability	<ul style="list-style-type: none"> <li>Capacity to sit for up to 2 hours</li> <li>Capacity to stand for up to 2 hours</li> <li>Capacity to stand and walk intermittently throughout the day and complete site inspections</li> <li>Capacity to reach between ground and shoulder height occasionally</li> <li>Capacity to push/pull weight infrequently</li> <li>Capacity to lift up to 20kg to waist height and carry over short distances</li> <li>Capacity to kneel and squat to ground level occasionally</li> <li>Capacity to walk on uneven ground</li> <li>Capacity to negotiate steps and stairs</li> <li>Hand grip and dexterity</li> <li>Ability to work with initiative and in a team environment</li> <li>Excellent communication and time management skills</li> <li>Ability to liaise with staff of all levels both internally and externally including police and emergency services</li> </ul>	Sitting			X	
			Standing			X	
			Walking			X	
			Lifting < 10kgs		X		
			Carrying		X		
			Pushing	X			
			Pulling		X		
			Climbing		X		
			Bending		X		
			Twisting	X			
			Squatting	X			
			Kneeling		X		
			Reaching				X
			Fine motor				X
			Neck postures				X
			Accepting instructions				X
			Providing instructions				X
			Sustained concentration				X
Major decision making				X			
Complex problem solving				X			
Supervision of others				X			
Interaction with others				X			

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
		<ul style="list-style-type: none"> <li>High levels of emotional intelligence with the ability to relate and converse with traumatised and vulnerable individuals within the community</li> <li>Ability to lead in high-pressure and emergency scenarios with sound judgement, composure, and leadership of cross-functional teams</li> </ul>	Exposure to confrontation				X
			Respond to change			X	
			Prioritisation			X	