



POSITION TITLE	Emergency Management Coordinator
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024-2027 - Band 6
DIRECTORATE	Community and Corporate
BUSINESS UNIT	Business Services
REPORTS TO	Manager Business Services
SUPERVISES	Emergency Relief Staff (as required)
EMPLOYMENT STATUS	Part time (0.65 FTE) (24.7 hours)
DATE	
EMPLOYEE NAME	

## ORGANISATIONAL CONTEXT

Wodonga Council's vision for the city is to be seen as a 'progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship'. This vision will support us to realise our mission 'to strengthen the community in all that we do'.

## POSITION OBJECTIVES

Supports community safety and organisational resilience by coordinating emergency management and business continuity functions. Ensures legislative compliance, facilitates preparedness and recovery planning, integrates continuity practices across Council, and builds capability through training and stakeholder engagement.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

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

- Coordinates emergency management and business continuity initiatives to ensure preparedness and organisational resilience.
- Supports strategic and operational planning in alignment with legislative requirements of the Emergency Management Act 2013 and Council objectives.
- Coordinates the Municipal Emergency Management Planning Committee to review and assure the Municipal

*our values*

TRUST - RESPECT - INTEGRITY - LEARNING

*our mission*

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

Emergency Management Plan (MEMP), sub-plans, and Community Emergency Risk Assessments (CERA).

- Supports the Municipal Emergency Management Officer (MEMO) function and performs the role of an Emergency Management Liaison Officer (EMLO) or Municipal Recovery Manager (MRM) when required.
- Develops, maintains, and tests Council's Business Continuity Management System in line with ISO 22301 standards.
- 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
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

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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

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- Plans and prioritises tasks independently, including during time-sensitive or emergency scenarios.
- Applies sound judgment under pressure and escalates issues appropriately.
- Implements work plans and supervises others during emergency events or recovery activation.

## SPECIALIST KNOWLEDGE AND SKILLS

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- Applies advanced knowledge of the Emergency Management Act 2013, ISO 22301, and continuity frameworks.
- Develops and tests emergency and continuity plans using risk-based and inclusive planning methods.
- 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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- Manages competing priorities and meets deadlines independently and as part of a team.
- Supports the supervision and training of staff and volunteers during emergency operations.
- Promotes a culture of safety, professionalism, and compliance in emergency and business continuity work.
- Understands OHS obligations and ensures safe practices during field inspections or incident responses.

## INTERPERSONAL SKILLS

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- Builds collaborative relationships and gains cooperation across teams and agencies.
- Communicates clearly and respectfully with staff, stakeholders, and the public.
- Prepares 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 Crisisworks and EM-COP with confidence.
- Adapts quickly to new systems and ensures accurate electronic recordkeeping.

## CUSTOMER SERVICE SKILLS

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Meet customer service expectations to:

- Provides clear, courteous, and professional service to internal and external stakeholders.
- 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

#### QUALIFICATIONS AND EXPERIENCE

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- Demonstrated experience in emergency management and business continuity planning is essential.
- Tertiary qualifications in emergency management, planning, or a related field are highly desirable.
- Experience in local government or the emergency services sector is strongly preferred.

#### 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 EMPLOYER

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Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

#### INHERENT REQUIREMENTS OF THE JOB

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

#### 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

## KEY SELECTION CRITERIA

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1. Demonstrated experience in emergency management and business continuity planning within a complex organisation
2. 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
3. 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
4. Proven ability to manage complex and conflicting work demands while maintaining a strong work ethic, operating independently with minimal supervision, showing initiative, and demonstrating accountability and professional integrity in all tasks
5. Strong risk analysis and problem-solving capabilities, particularly in the context of emergency management, business continuity, and community safety planning within a local government or similar setting

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Staff member signature

# People and performance framework

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

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>

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>

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>

Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> <li>• Understands council vision and purpose and how their role fits in</li> <li>• Is willing to adapt to changing processes, systems, technology and environments</li> <li>• Looks for improvements and better ways of doing things</li> <li>• Seeks support and clarification when required</li> </ul>
People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> <li>• Displays council values</li> <li>• Reflects upon own performance</li> <li>• Seeks and acts upon feedback</li> <li>• Sets goals for personal and professional development</li> <li>• Finds ways to learn and improve in the completion of day-to-day tasks</li> <li>• Takes responsibility for own work and meeting job requirements</li> </ul>
Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> <li>• Demonstrates effective time management and prioritising of tasks</li> <li>• Is aware of, controls and expresses their own emotions appropriately</li> <li>• Recognises when support is needed</li> <li>• Accepts responsibility for their own actions and outcomes</li> <li>• Is aware of the importance of self-care</li> </ul>
Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> <li>• Remains vigilant in ensuring a safe working environment for self and others</li> <li>• Is aware of risk and takes action to prevent problems</li> <li>• Reports hazards, incidents (including near misses) and compliance concerns in a timely way</li> <li>• Understands the importance of honesty and transparency</li> <li>• Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets</li> <li>• Complies with policies and procedures</li> </ul>

## 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.

## ATTACHMENT 2

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

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	