

<b>POSITION TITLE:</b>	Senior Emergency Management Advisor – Group Welfare		
<b>GROUP:</b>	Hawke’s Bay Civil Defence Emergency Management	<b>SECTION:</b>	HBCDEM – Community Engagement
<b>REPORTS TO:</b>	Team Leader Emergency Management – Community Engagement		
<b>RESPONSIBLE FOR:</b>	n/a		
<b>FAMILY:</b>	TC5	<b>GRADE:</b>	16
<b>DATE REVIEWED:</b>	June 2023	<b>JOB NUMBER:</b>	

## HBRC STRATEGY

### Our Vision:

We want a healthy environment and a resilient and prosperous community.

### Our Purpose:

We work with our community to protect and manage the region’s precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

### Our Values:

- **Partnership and Collaboration:** We work with our community in everything we do
- **Accountability:** We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers’ funds and assets
- **Transparency:** We report on what we do and the value this delivers for our community
- **Excellence:** We set our sights and expectations high, and never stop striving to do better

### Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

## POSITION SUMMARY

The role of Senior Emergency Management Advisor (Group Welfare) is a senior position within the Hawke's Bay CDEM Group office. The primary responsibility of the Senior Emergency Management Advisor (Group Welfare) is to lead and coordinate the development of welfare strategies and programs across the Hawke’s Bay CDEM Group. This involves planning for the coordination and delivery of emergency welfare services during an emergency, with the goal of improving the outcomes for people and animals in an emergency. An important part of this role is to lead the coordination of central government and NGO welfare response during the overall readiness, response and recovery phases of emergency management. Forming and maintaining strong collaborative relationships across the CDEM Group and in the wider welfare sector is a vital part of this job.

The role will co-chair the HB Welfare Coordination Group (HBWCG) and represent the HBWCG on the Coordinating Executive Group. The role will ensure that the delivery of emergency welfare is integrated into the wider emergency management system across the 4 Rs. The role will also need to maintain an awareness and where appropriate participate in community engagement activities, particularly in providing welfare input into community resilience planning processes.

#### **GROUP AND TEAM GOALS:**

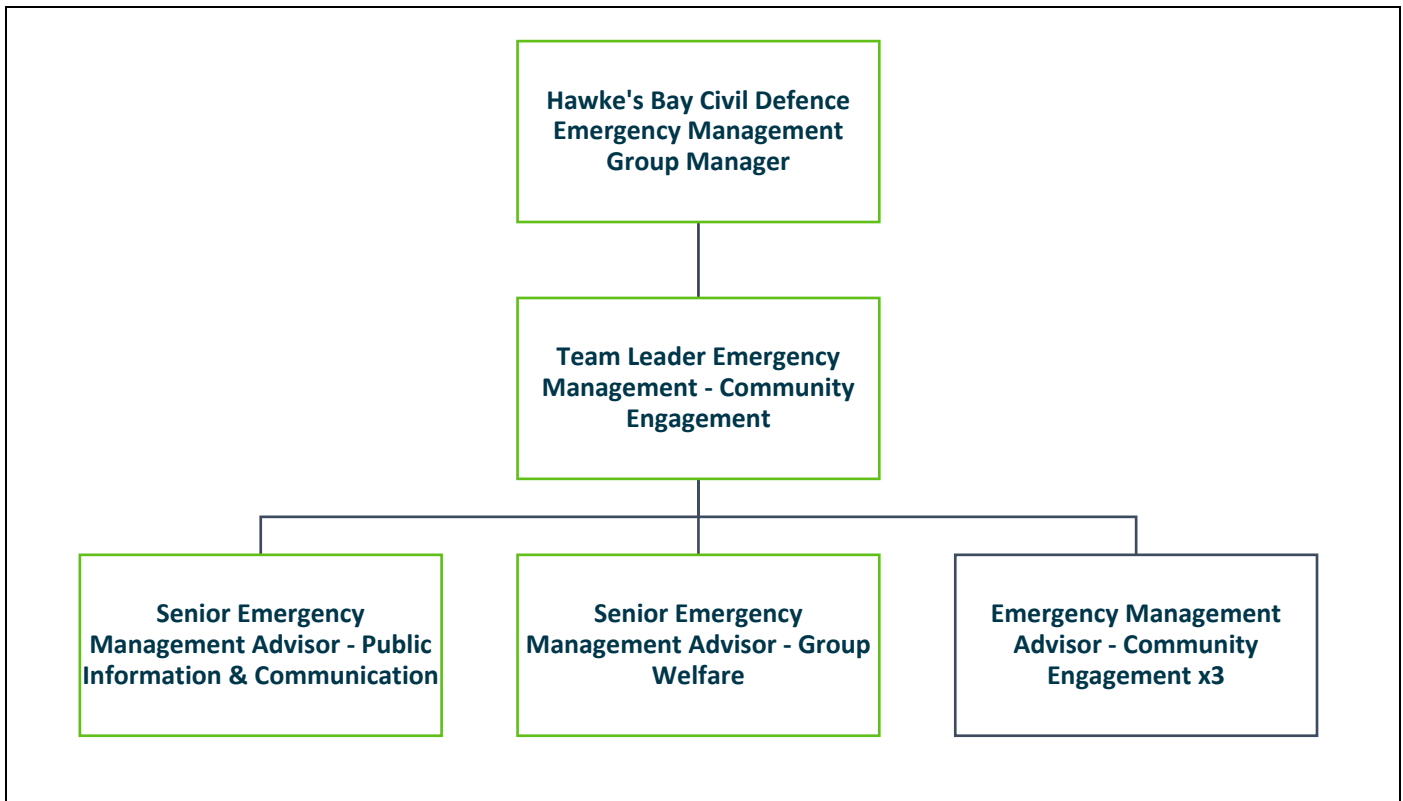
The Hawke's Bay Civil Defence Emergency Management (CDEM) Group has collective responsibility for the delivery of CDEM within Hawke's Bay. Every council is required to be a member of a Group and the Hawke's Bay CDEM Group consists of the Hawke's Bay Regional Council, Wairoa District Council, Hastings District Council, Napier City Council, and Central Hawke's Bay District Council.

The CDEM Group Office is a shared service arrangement across the councils and is the subject matter expert for the region in emergency management matters. The staff of the Group office are often the initial CDEM responders in any emergency with a major impact on the wellbeing of the community and requiring significant coordination across the emergency services and agencies. For this reason, the Group office staff operate at a level that requires the monitoring of hazard events as they evolve and responding as a team at short notice.

The administrating authority for the CDEM Group is the HBRC. All employees of the Group are employees of the HBRC.

- The Hawke's Bay Civil Defence Emergency Management Group Office provides the following role and functions as part of the Hawke's Bay Group:
- Advice and technical support to the CDEM Group Joint Committee, Coordinating Executives Group (CEG) and local authority Group members.
- Project coordination and management, including the ongoing development, implementation, monitoring and review of the CDEM Group Plan and supporting documentation.
- Coordination, development and implementation of CDEM policy.
- Management of contracts entered into on behalf of the CDEM Group or CEG.
- External liaison with partner agencies within the CDEM sector.
- Maintaining the Group and local emergency management coordination centres.
- Ensuring IMTs and local volunteers are engaged and are trained to support a CDEM response.
- Assisting and coordinating recovery operations on behalf of the CDEM Group.

#### **ORGANISATIONAL CONTEXT**



**JOB SPECIFIC ACCOUNTABILITES**

EXPECTATION	DESIRED OUTCOMES
<b>Reduction</b>	
<ul style="list-style-type: none"> <li>Provide social impact and welfare input to risk reduction and resilience activities.</li> </ul>	<ul style="list-style-type: none"> <li>Welfare needs in an emergency are reduced.</li> </ul>
<b>Readiness</b>	
<ul style="list-style-type: none"> <li>In coordination with the Community Engagement team, establish and maintain excellent relationships with the welfare sector including mana whenua to determine interdependencies and key project partners to be engaged to maintain response capability.</li> <li>Ensure the Group welfare response capability is developed and maintained including:               <ul style="list-style-type: none"> <li>Group welfare plans, tools and systems are in place and socialised</li> <li>Likely (regional) social impacts are understood, and welfare needs and issues are identified in the plan/procedures</li> <li>Welfare reporting structures are documented and understood at all levels of the Group</li> <li>Opportunities are provided to welfare managers, welfare staff, volunteers, and agencies to train, exercise and develop capability</li> <li>Group welfare projects are managed using a project management approach</li> <li>Co-chair the HB Welfare Coordination Group (HBWCG) and represent the HBWCG on the Coordinating Executive Group if the Group Welfare Manager is not available</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>The welfare response is integrated within the overall response and responsible agencies are able to effectively respond and carry out their mandated roles and responsibilities</li> <li>Welfare concepts are understood at the CEG level and where appropriate guidance sought</li> <li>That the welfare response is comprehensive and consistent with good practice</li> <li>Welfare responders have the confidence, relationship and basic knowledge to respond effectively.</li> <li>The Hawke’s Bay CDEM Group will have input into national CDEM policy</li> <li>The Group Office will be aware of changes to national welfare policy or guidelines</li> </ul>

<ul style="list-style-type: none"> <li>○ Develop capability and depth in the Group Welfare response through developing and delivering training in accordance with the HBCDEM training calendar</li> <li>● As part of welfare preparedness and response, liaise, engage and mentor members of the Group Welfare Coordination Group and staff from other agencies who deliver emergency welfare outcomes</li> <li>● Working with the wider HBCDEM Group Office, ensure the CDEM Group has the capability to: <ul style="list-style-type: none"> <li>○ Deliver welfare sub functions in response: Registration, Needs Assessment, Household Goods &amp; Services and Shelter &amp; Emergency Accommodation</li> <li>○ Deliver welfare operations in response e.g. Civil Defence Centres, Outreach, Inbound and outbound calling</li> <li>○ Support community led responses</li> </ul> </li> <li>● Support the capability of the HB Rural Advisory Group and Rural Liaison functions and the Network of Networks</li> <li>● Represent the Group on national working parties and sector groups and provide input into submissions on national policy.</li> </ul>	
---	--

**Response**

<ul style="list-style-type: none"> <li>● Support the Welfare Function as an alternate Group Welfare Manager in an emergency response in accordance with the Coordinated Incident Management System, the regional level welfare role card (appendix 1) and the National Security Workforce role profile (appendix 2). This includes: <ul style="list-style-type: none"> <li>○ Ensuring effective planning, coordination, delivery and monitoring of required welfare services between all functions and welfare services organisations;</li> <li>○ Liaising with the Operations function for delivery of welfare support or provision of support to welfare organisations;</li> <li>○ Liaising with the Logistics function to source welfare goods and resources, and to establish response facilities for the community, including animals;</li> <li>○ Liaising with welfare services organisations and Public Information Management (PIM) to provide information to affected individuals, families/whānau and communities;</li> <li>○ Liaising with Operations (Volunteer Coordination sub-function) and PIM (Community Engagement sub-function) to understand, integrate and align with the community response; and ensuring the needs of affected people and animals have been met appropriately.</li> </ul> </li> <li>● Support the leadership of the Hawke’s Bay Welfare Coordination Group in developing coordinated and</li> </ul>	<ul style="list-style-type: none"> <li>● The provision of emergency welfare in the response is effective in achieving positive outcomes for individuals, animals, and the community</li> <li>● Community’s capabilities and needs are understood and supported where possible.</li> </ul>
--	---

<p>comprehensive plans for delivering multi-agency welfare outcomes in response to an event.</p> <ul style="list-style-type: none"> <li>• Provide expert advice on welfare matters to the Controller and other function managers as appropriate</li> </ul>	
<b>Recovery</b>	
<ul style="list-style-type: none"> <li>• Provide welfare input into recovery during both recovery readiness and response activities</li> <li>• Support the Group Recovery Manager from the WCG</li> </ul>	<ul style="list-style-type: none"> <li>• Social recovery is integrated into recovery strategies and plans.</li> </ul>
<b>Business Management</b>	
<ul style="list-style-type: none"> <li>• Accurate and timely welfare advice and input is provided to aid the development of Council and Group strategies and associated work programme and budget</li> </ul>	<ul style="list-style-type: none"> <li>• Welfare activities are provided for in the Groups strategic and business planning</li> </ul>
<b>FUNCTIONAL RELATIONSHIPS</b>	
<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Group Managers</li> <li>• Executive Team</li> <li>• Elected members</li> <li>• Team members</li> </ul>	<p><b>External</b></p> <ul style="list-style-type: none"> <li>• Consultants and contracts</li> <li>• Government agencies and departments</li> <li>• Local authorities</li> <li>• Technical and legal professional</li> <li>• Iwi and other community groups</li> <li>• Members of our community</li> </ul>
<b>COMMUNITY RELATIONSHIPS</b>	
<p>Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.</p> <p>This means:</p> <ul style="list-style-type: none"> <li>• Professional attitude is projected at all times in dealing with external contacts.</li> <li>• Information is accurate and is provided in a timely manner.</li> <li>• Outcomes that are fair and clearly understood by both parties are achieved</li> <li>• Customers are satisfied with responses to written or verbal requests for information.</li> </ul>	
<b>CONTINUOUS IMPROVEMENT</b>	
<p>All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:</p> <ul style="list-style-type: none"> <li>• Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager</li> <li>• Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your Manager</li> <li>• Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your Manager</li> <li>• Showing a strong team commitment, as indicated by peer feedback and your Manager's assessment.</li> <li>• Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.</li> <li>• Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your Manager</li> <li>• Deliver on project outcomes: on time and on budget.</li> </ul>	

- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

## HEALTH AND SAFETY

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.
- Comply with the COVID-19 Public Health Response (Vaccinations) Order 2021.

## EMERGENCY MANAGEMENT

When a Civil Defence event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities after providing required support for your family and dependants. All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

## PERSON SPECIFICATION

### Minimum Qualifications and Experience required

- Recognised degree level tertiary qualification (level 7 or above) and/or significant experience in the social service sectors
- Experience managing teams and building effective working relationships
- Experience facilitating and delivering training
- Experience in operations management, civil defence emergency management or related field would be of advantage
- Valid driver's licence required

### Advanced knowledge

The following indicates what would typically be expected for this role at a competent level:

- Critical thinking and advanced knowledge of strategic planning, policy development and management of work plans to meet identified outcomes
- Understanding and application of the principles of Te Tiriti o Waitangi in development and delivery of welfare services
- A high level of competency and understanding of coordinated and effective social services delivery.
- A high level of project management skills and/or programme management.
- Communicating effectively to convey and interpret data/information.
- Collaborative work practices to build strong working relationships.

**Knowledge**

The following indicates what would typically be expected for this role at a competent level:

- Proficiency in MS Word, Excel, Visio, Projects, PowerPoint and other database and information management systems
- Analytical skills.
- Knowledge of financial reporting systems and requirements.
- Problem solving working knowledge

**Personal Attributes**

- Sound judgement and initiative
- Ability to create harmony in a team.
- Ability to anticipate change, remain flexible and be innovative.
- Excellent interpersonal skills with the ability to initiate and engage effectively at all levels, internally and externally.
- Ability to effectively gather multiple sources of information and apply technical and analytical skills to make effective decisions.
- Ability to effectively plan, organise and co-ordinate work to ensure that goals are achieved with the highest quality of work possible within agreed timeframes.
- Ability to clarify objectives, identify key issues, consider all perspectives and evaluate.
- Ability to cope with a variety of work and on occasion difficult situations.
- A high level of courtesy and listening skills.

**Awareness**

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

**CHANGES TO JOB DESCRIPTION**

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

**ACKNOWLEDGEMENT**

*I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name