

# Position Description

## Recovery Coordinator- Recovery Hub



<b>Current Incumbent:</b>	
<b>Position number:</b>	323-1
<b>Department:</b>	Community Wellbeing, Health and Culture
<b>Directorate:</b>	Sustainable Communities
<b>Classification:</b>	Temporary Full Time (6-month contract maximum)
<b>Salary range:</b>	Band 7
<b>Award:</b>	Moira Shire Enterprise Agreement/ Victorian Local Authorities Award 2001

### About working with Moira Shire Council

Moira Shire Council is an innovative and progressive local government organisation committed to serving the needs of communities across a large regional shire. We are an equal opportunity employer committed to providing a safe working environment that embraces and values child safety, diversity and inclusion.

We offer excellent conditions, flexible working arrangements, and health and wellbeing support in an encouraging, family friendly environment.

### Role Purpose and Objectives

To manage the Municipal Recovery from the October 2022 flood event including:

- Coordination of community recovery following the October 22 Flood Event via Hub outreach and other recovery services.
- To provide an effective face-to-face communication link between community and Council, as well as emergency services, relevant State agencies and other charitable, service or support organisations.
- Develop, implement and evaluate community recovery-capability building and engagement initiatives.
- Liaise as necessary with those overseeing the restoration of community infrastructure.
- Ensure grant funds to facilitate recovery are managed appropriately and protect Council's financial position.
- Assist the Municipal Recovery Committee and the Community Recovery Committee (if formed) in developing and implementing the Municipal Recovery Plan.

### Organisational Relationships

<b>Reports to:</b>	Manager Community Wellbeing, Health and Culture
<b>Supervises / Manages:</b>	Community Recovery Officers
<b>Internal Liaisons:</b>	Chief Executive Officer Executive Team Departmental Managers and Supervisors Flood Recovery staff and contractors Council Staff
<b>External Liaisons:</b>	Residents Ratepayers and the general public. Contractors and clients, suppliers and manufacturers, relevant Government Departments and Agencies, Grant bodies, neighboring and other municipalities and emergency services agencies.

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### Key Responsibilities and Functions

- Coordinate the day to day operations of the Flood Recovery Hub, currently based in Nathalia, and the mobile Flood Recovery Hub, including the coordination of agencies able to assist with people and property recovery.
- Liaise with the Secondary Impact Assessment team(s) Coordinator to assist and support collection and utilisation of gathered information to assist community members and follow-up of cases, as required.
- Coordinate the utilisation of the Crisisworks data to support the identification of recovery needs.
- Ensuring engagement in recovery is inclusive all of community members and includes culturally safe practices.
- Oversee the organisation of community gatherings, events, education, programs, training and promotion to facilitate the recovery process.
- Manage relevant aspects of any recovery funding agreements for flood recovery activities.
- Represent Moira Shire's flood recovery project in presentations as required.
- Complete necessary reporting to Council and government departments on the elements of flood recovery.

*Although an employee may be appointed to a particular position, Council may ask for duties to be carried out in other areas that are within their range of skills, competence and training.*

### Position Descriptors

#### Accountability and Extent of Authority

The Recovery Coordinator - Hubss is subject to regular, at least annual, review by the Director Sustainable Community and is accountable for:

- The flood recovery objectives in line with the Council Plan
- The provision of high quality, comprehensive, accurate and timely advice to the Director, CEO, and Management Team
- Ensuring that appropriate action is taken on Council decisions and requests, and is completed accurately, within specified timeframes, budgets and the extent of any delegated powers
- The creation of a customer service and best value focus.
- The adoption and implementation of safe working practices and procedures.
- Adherence to all relevant legislation, Council policies and procedures, and budgets.
- Ensure that all the resources within the manager's control are utilised as efficiently and effectively as possible.
- Care for and maintain all plant and equipment under direct control and promptly report any loss or damage.

#### Judgement and Decision Making

The Recovery Coordinator - Hubs is responsible for making decisions and exercising judgement about the areas for which they have responsibility, including:

- The development, coordination, maintenance and provision of effective systems
- Making recommendations on strategies, policies and procedures regarding the development and improvement of the delivery of strategic planning, social and community services
- Expenditure within delegation

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- Implementing safe working practices and procedures.

This position requires the Coordinator to resolve complex problems within the specialist scope of the role and guidance is not always available within the organisation.

### Specialist Skills and Knowledge

- Knowledge and understanding of emergency management
- Knowledge and understanding of community relief and recovery and the role of local government and support agencies
- Proficiency in the application of theoretical and scientific discipline in search for solutions to new problems and opportunities which may be outside their field of specialisation.
- Experience researching and preparing submissions for funding from Government Departments.
- Experience in liaison with Government and Non-Government sectors.
- Ability to interpret relevant legislation and implement any necessary changes.
- Advanced computer skills
- Ability to liaise with community organisations and state and federal agencies.
- Well developed facilitation, negotiation, conflict resolution, interpersonal and communication skills.

### Management Skills

- Deliver accurate and timely information and advice to the Director, CEO, Management Team, Council and other relevant stakeholders
- Support and encourage others
- Work in a team environment and in a consultative manner
- Resolve conflict and negotiate acceptable outcomes
- Achieve objectives within specified timeframes
- Manage time, set priorities, plan and organise work to deliver the required outcomes
- Identify and implement continuous improvement in performance and productivity
- Encourage and facilitate the training and development of staff within their control
- Communicate and consult effectively with users and clients of relevant Council services
- Demonstrate sound political judgement and political acumen.
- The Officer must implement and adhere to relevant Council policies and procedures, in particular, in regard to OH&S, EEO and preventing harassment in the workplace, recruitment and selection, Code of Good Conduct etc.

### Interpersonal Skills

- Excellent communication skills, both oral and written
- Ability to discuss and resolve enquiries and apply a trauma informed approach to service delivery
- Well-developed problem solving skills
- Well-developed negotiation skills and experience
- Ability to gain the co-operation and assistance of others
- Confidentiality, diplomacy and tact
- Ability to liaise and work with people from diverse backgrounds and groups
- Time management skills
- Experience in policy development and implementation

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- Ability to persuade, negotiate, influence and convince clients, members of the public other employees and persons in other organisations in the pursuit of Council objectives.

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### Key Selection Criteria

#### Essential qualifications and experience

- Previous experience working in local government and emergency management planning
- Demonstrated relevant experience in management, preferably in the local government operating environment
- Experience in management and supervision of a multidisciplinary team.
- A current driver's license.
- National Police Certificate

#### Desirable qualifications and experience

- Relevant tertiary qualifications
- Experience in disaster recovery

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#### Licenses and mandatory requirements

- Drivers Licence
- Working with Children's Check
- First Aid

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#### Inherent physical requirements







- High
    - Extended periods of sitting and computer use.
  - Medium
    - Repetitive actions (filing, sorting documents).
  - Low
    - Lifting (minor) e.g. whilst assisting with uniform / setting up for training sessions.
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### Core Competencies (As defined in the Moira Core Competency Framework)

Moira Value	Competency	Role requirement
 Respect	<ul style="list-style-type: none"> <li>Community and customer focus</li> <li>Plan and prioritise</li> </ul>	<p>Tier 1</p> <p>Tier 1</p>
 Honesty	<ul style="list-style-type: none"> <li>Communicate and engage</li> <li>Display resilience and adaptability</li> </ul>	<p>Tier 1</p> <p>Tier 1</p>
 Accountability	<ul style="list-style-type: none"> <li>Demonstrate accountability</li> <li>Deliver results</li> </ul>	<p>Tier 1</p> <p>Tier 1</p>
 Teamwork	<ul style="list-style-type: none"> <li>Create, innovate and solve problems</li> <li>Work together</li> </ul>	<p>Tier 1</p> <p>Tier 1</p>
 Integrity	<ul style="list-style-type: none"> <li>Manage self</li> <li>Act with integrity</li> </ul>	<p>Tier 1</p> <p>Tier 1</p>
 People Leadership	<ul style="list-style-type: none"> <li>Lead and develop people</li> <li>Lead and manage change</li> <li>Think and act strategically</li> <li>Inspire direction and purpose</li> </ul>	<p>Tier 1</p> <p>Tier 1</p> <p>Tier 1</p> <p>Tier 1</p>

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### Shared Organisational Responsibilities

#### Occupational Health and Safety

- Take reasonable care for own health and safety; and
- Take reasonable care for the health and safety of persons who may be affected by the employee's acts or omissions at the workplace; and
- Cooperate with employer with respect to any action taken by the employer to comply with a requirement by or under the OHS Act or Regulations
- While at work, an employee must not intentionally or recklessly interfere or misuse anything provided at the workplace in the interests of health, safety or welfare.
- Ensure hazards, incidents, near misses and injuries are reported immediately.

#### Code of Conduct

- Ensure that the Moira Shire Employee Council Code of Conduct and all organisational policies and procedures are adhered to.

#### Customer Service

- Provide quality customer service to both internal and external customers in accordance with Council's Customer Service Charter and Standards.

#### Recordkeeping

- Comply with records management obligations and responsibilities.
- Make and keep accurate and complete records of business activities and decision making in accordance with Council's Records Management Policy.

#### Confidentiality

- Comply with the requirements regarding collection, use and disclosure of personal information under the *Privacy & Data Protection Act 2014* and the Information Privacy Principles.
- Understand that unauthorised disclosure of Council information is prohibited (this includes but is not limited to intellectual property, council records, performance information and contractual arrangements) both during and after employment at Council.

#### Emergency Management

- Assist in Council's emergency management operations (as required under the *Emergency Management Act 2013 (and 1986)*) where required and within reason.

#### Risk Management

- Comply with Council's Risk Management Policy.
- Understand the principles and purpose of Risk Management.
- Understand all the risks associated with their activities and assist in the identification and management of risks.

#### Child Safety

- Ensure that behaviours and actions are consistent with the Victorian Child Safe Standards, related legislation and Council's Child Safe Policy.

#### Diversity and Inclusion

- Ensure compliance with equal opportunity, diversity, anti-discrimination and gender equality legislation, policies and procedures.

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### Agreement

I hereby agree to the terms and conditions of this Position Description.

Incumbent's name: \_\_\_\_\_  
(Print)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Managers name: \_\_\_\_\_  
(Print)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Review of this Position Description

This position description will be reviewed in accordance with the *Victorian Local Authorities Award 2001*.

