

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Quarantine Support Coordinator – Emergency Response
<b>Position Number:</b>	Generic
<b>Classification:</b>	General Stream Band 6
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Emergency Coordination Centre
<b>Position Type:</b>	Fixed-Term, Full Time/Part Time
<b>Location:</b>	South, North, North West
<b>Reports to:</b>	Director – ECC Operations
<b>Effective Date:</b>	September 2021
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Desirable Requirements:</b>	Holds or is working towards a qualification in the area which includes units of case management/case work practice Understanding of Tasmanian Emergency Management Arrangements and DoH emergency response and recovery, policy, plans and procedures

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

## Primary Purpose:

In the event of an emergency, the Department of Health (DoH) may activate an Emergency Coordination Centre (ECC). When activated, the ECC is the central point for system-wide strategic consequence management, including coordination with other government agencies and between the Tasmanian and the Australian Government on health specific issues at the strategic level. Emergency Operations Centres (EOC) may also be activated to direct, manage and coordinate specific service-level emergency response operations.

Within this context, and in a multi-disciplinary, dynamic environment, the Quarantine Support Coordinator - Emergency Response will:

- Work as a member of the ECC team to implement the objectives of assigned emergency response services, programs or projects.
- Maintain effective relationships with stakeholders to support the implementation of service/program/project activities.
- Provide a case management service to travellers in quarantine under the *Emergency Management Act* Directions and the *Public Health Act* Directions.

## Duties:

1. In collaboration with individual clients, family members, carers and other service providers, provide all functions of the case management service for designated clients in quarantine including:
  - Comprehensive needs assessment.
  - Planning and resource identification.
  - Linkage and referral to other support services.
  - Service implementation and coordination.
  - Monitoring service delivery.
  - Advocacy.
  - Evaluation and closure.
2. Maintain records, including use of an electronic client database, and prepare reports and correspondence as required.
3. Build and maintain effective working partnerships with emergency response teams and other key internal and external stakeholders and work collaboratively with them to develop strategic responses on a range of complex issues and matters.
4. Assist with project management and implementation of emergency response initiatives, services, programs or projects and in dealings with internal and external stakeholders with regard to the delivery of target outcomes.
5. Provide support and coordination to ensure that service/program/project activities are aligned to DoH policies, core business functions and relevant legislation, including identifying issues and supporting meetings and negotiations.
6. Prepare high level correspondence, reports and submissions for senior management, the Minister and Cabinet and other stakeholders as required.

7. Represent the ECC/EOC and service/program/project teams in stakeholder forums and meetings as required.
8. Undertake the secretariat function for committees/working groups chaired by the Incident Controller, Deputy Incident Controller or other senior managers as required.
9. Model and encourage positive and respectful workplace behaviours, embracing diversity, integrity, and accountability for actions taken within the team, and by supporting others during times of change and uncertainty.
10. Maintain awareness of changing nature of the emergency response through attendance and participation in emergency response planning activities, debriefs and reviews at the intra- and inter-agency level.
11. Ensure actions, issues and decisions are recorded and stored in accordance with the prescribed emergency response information management guidelines, and/or agency policy.
12. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives and related training.
13. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

## Key Accountabilities and Responsibilities:

- Work under the broad direction and supervision of the Director – ECC Operations to:
  - Exercise sound judgement and initiative, work with minimal supervision and demonstrate autonomy in day-to-day activities.
  - Provide high level support and advice to the Director – ECC Operations in relation to implementing assigned emergency response initiatives.
  - Maintain the highest standard of quality, accuracy and timeliness of advice and ensure the effective and efficient use of resources.
  - Achieve sustainable outcomes by actively collaborating with key stakeholders and adopting innovative methods and approaches.
- Participate in strategic planning, policy and practice development with regard to assessment and case management.
- Responsible for developing and maintaining effective relationships with clients, their families and carers and for providing advice and support to travellers in quarantine.
- Respond appropriately in unplanned and rapidly evolving circumstances.
- Overtime is a feature of an emergency response and the occupant will be expected to participate in on-call rosters and work additional hours as required by their Manager.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

## Pre-employment Conditions:

*It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
  - a. crimes of violence
  - b. sex related offences
  - c. serious drug offences
  - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

## Selection Criteria:

1. Well-developed understanding of and demonstrated ability to undertake the functions of the case management processes as relevant to clients and carers, including those with complex care needs.
2. Ability to exercise initiative and discretion within a health care setting, and quickly acquire knowledge of local community networks and referral services relevant to complex health problems.
3. Well-developed written and oral communication and interpersonal skills, including the ability to lead discussions, negotiate agreements, interview and assess, problem solve, mediate and resolve conflicts effectively with individuals and agencies in the provision of community care services.
4. Demonstrated ability to function with minimal supervision on a day-to-day basis while contributing as a member of a team.
5. High level project management and organisational skills, including the ability to plan, coordinate and be responsible for several concurrent project activities while working in an environment subject to strict time frames and change.

## Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).