

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Business Operations Support Officer - Emergency Response
Position Number:	526436
Classification:	General Stream Band 5
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Emergency Coordination/Operations Centre
Position Type:	Fixed-Term, Full Time
Location:	South
Reports to:	Manager - Emergency Response
Effective Date:	September 2021
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	Qualifications and/or experience in emergency management Understanding of Tasmanian Emergency Management Arrangements and DoH emergency response and recovery, policy, plans and procedures
Position Features:	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 directed by their Manager Some intrastate travel may be required

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 Business Operations Support Officer - Emergency Response is responsible for providing high level support and advice to the Manager - Emergency Response and Senior Management associated with the business, operational and administrative functions of the ECC/EOCs, covering a broad range of areas, including planning, finance, human resources, purchasing, asset management, statistical analysis and project management, to contribute to the effective and efficient provision of services.

Duties:

1. Provide high level business, operational and administrative support to ECC/EOC Managers in relation to business processes and new initiatives as required including, developing and implementing strategies to maximise efficiencies and quality assurance.
2. Provide support and advice to the Manager - Emergency Response on establishment management, including recruitment, orientation, contract management, and leave analysis and provide information, support, and advice to relevant stakeholders.
3. Coordinate asset and facilities management including related purchasing functions within the ECC/EOC Operations, ensuring appropriate legislation and guidelines are followed.
4. Undertake project work, high-level research, analysis, and quality assurance checks on a range of business processes and service activities including, but not limited to, service performance and improvement.
5. Assist the Manager - Emergency Response in the investigation and management of incidents and consumer feedback including providing ongoing advice, assistance and follow-up on specific policy related enquiries and issues.
6. Consult and liaise with a range of stakeholders including senior management to inform and assist with the development of policies, practices and procedures associated with business functions activities and resources.
7. Provide high-level clerical and administrative support as required on ECC/EOC business activities including the timely preparation and distribution of documents, reports, and briefing notes.
8. Participate in the development and maintenance of ECC/EOC policies and procedures and their dissemination to relevant staff and prepare recommendations to support the implementation of solutions and enhance service delivery.
9. 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.
10. 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 with limited supervision with general direction provided by the Manager - Emergency Response. The occupant will be expected to work collaboratively with other staff across the ECC/EOCs, and externally.
- Responsible for the efficient and effective provision of high-level support and advice on a broad range of business, finance, operational and administrative support functions of the ECC/EOCs.
- Develop sound, professional working relationships with all staff and other people who interact with the ECC/EOCs, including consulting and liaising with a range of stakeholders, managing effective networks, and working collaboratively with members of senior management to support informed decision making and planning.
- Set own work priorities and achieving tasks within agreed timeframes and allocated resources including meeting deadlines, revising priorities, exercising discretion and initiative, and responding appropriately to unplanned and rapidly evolving circumstances.
- Overtime is a feature of an emergency response; the occupant may be required to participate in on-call rosters and work additional hours as directed by their Manager.
- 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.
- Collaborate with colleagues to ensure an integrated and unified approach to emergency response activities and decision making.
- 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. Sound knowledge, or the ability to quickly acquire that knowledge, of the Tasmanian Government human resources, purchasing, and business management frameworks and associated legislation, with the capacity to provide support, advice and make recommendations to senior management as required.
2. Demonstrated research, analytical, organisational, and investigative skills, together with the ability to think critically, solve problems and identify relevant issues without direct supervision and to recommend appropriate action, within an environment often subject to work pressures and change.
3. Demonstrated self-management and organisational skills including the capacity to work under pressure with competing priorities, and proven ability to work individually and constructively as a member of a team.
4. Well-developed interpersonal, negotiation, communication, report writing and conflict resolution skills with the proven ability to liaise effectively within a multi-disciplinary environment.
5. Sound knowledge and experience in the use of information systems, including competency in the use of Microsoft Word, Excel, Access and computerised client information management and financial management information systems.

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](#).