
Position Title: Emergency Planning Facilitator

The Community Development team strives to create and support opportunities for positive change, alongside or led by, the local community. In identifying and defining issues of public concern, community development seeks to influence and promote sustainable development, rights, economic opportunity, equality and social justice.

The Community Development team play a vital role in achieving Peppercorn's Mission – 'A connected, healthy and inclusive Hawkesbury'.

Position Purpose

Through community development, Emergency Planning Facilitators play an instrumental role in supporting people to make a plan and gather information about the extra support needs that people with disability may have in emergencies. This can support individual and community level emergency planning through the provision of information, referral, and advocacy.

Emergency Planning Facilitators will use the Person-Centred Emergency Preparedness (P-CEP) process tool and framework to conceptualise emergency preparedness as a person-centred developmental process which may involve multiple stakeholders working together to expand opportunities for people, including people with disability, to access information and resources and convert those resources into preparedness actions that optimises self-reliance and planful reliance on others.

The ultimate aim is to increase safety and well-being of everyone before, during and after emergencies, through emergency preparedness that is tailored to the function-based support needs of people in emergencies, including people with disability; and identify and remove barriers that increase risk for people in emergencies.

Recommended Classification

Award	Social, Community, Home Care and Disability Services Industry Award 2010 Grade 3
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Organisational Relationships

Reports to	Team Leader Community Development
Direct Reports	Nil
Delegation	Coordinator

Key Responsibilities or Accountabilities

Key Accountability Area	Specific Tasks, Responsibilities and Outcomes
Mission, Values and Behaviours	<ul style="list-style-type: none"> • Actively promote the Mission, Vision, Values and Strategy of Peppercorn Services • Actively follow Peppercorn's Code of Conduct • Promote a positive work culture. • Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.
Planning and Development	<ul style="list-style-type: none"> • Ensure that work is planned, goal or outcome oriented, measured for success and reported against community outcomes and contractual requirements • Engage in regular reflection of work practice and team relationships • Provide input and assistance into community engagement and development plans • Support business continuity and emergency management planning and response as necessary • Assist with service modelling and program logic that aims to ensure contractual compliance and supports resilience building
Emergency Plans	<ul style="list-style-type: none"> • Respond to referrals for Emergency planning support within 3 working days • Determine with the client the plan for Peppercorn's engagement in the emergency planning process • Ensure the client is aware of their rights and responsibilities when engaging in emergency planning support. • Engage with clients to determine their understanding of local hazards and risks, through reflective questioning and interactive discussion. • Support the development of a person-centred emergency plan • Identify gaps and barriers to plans and work to strategise a response specific to the individual needs with the client. • Support the development of informal and formal support network support • Refer clients to the appropriate services to prepare their homes • With the client's consent, support referrals to appropriate support services • Support the client to communicate their plan • Advocate and contribute to the local area emergency planning processes to ensure the needs of vulnerable people and their communities are considered and planned for • Facilitate information sessions/workshops in the local community on emergency planning and preparedness • Provide information and tolls from evidence-based sources on natural disasters

Promotion and Stakeholder Engagement

- Maintain a comprehensive awareness of the available resources and services within the local community
- Participate in relevant networks to promote Peppercorn services and collaborate with local agencies for a common purpose
- Ensure all interactions within the community portray Peppercorn as a professional and caring provider of services
- Build and support relationships with key stakeholders
- Engage in service promotion and marketing activities in accordance with stakeholder engagement plans
- Share knowledge and information regarding sector and regional updates with the team and wider organisation
- Initiate and provide stakeholder communication on a regular basis through newsletters, displays and reports.
- Support community consultations for the purpose of obtaining feedback, ideas, information and support
- Understanding the social needs of Hawkesbury communities
- Assist with the recruitment, induction and training of volunteers

Professional Development

- Attend regular supervision and annual performance review with direct line supervisor
- Actively engage with professional development activities as approved or instructed by direct line supervisor

Compliance and Continuous Quality Improvement

- Comply with Peppercorn Policies & Procedures
- Actively participate in the development and review of Peppercorn's Policies & Procedures
- Monitor and undertake continuous improvement activities against program performance in accordance with contractual requirements and best practice standards
- Identify, report and respond to ineffective and/or inefficient processes and recommend improvements that increase effectiveness and efficiency
- Ensure complaints and compliments are reported, responded to and reviewed in accordance with Peppercorn's quality management framework
- Maintain service operations in accordance with legislation, regulations, standard, guidelines and contracts.
- Compile monthly reports within required timeframes
- Ensure data and information systems are maintained accurately and timely at all times
- Complete contractual performance reports and work plans

**Risk Management and
Work Health & Safety**

- Participate in the development of a safe and healthy workplace
- Assist with an inventory of equipment is maintained and that materials are safely stored
- Comply with instructions given for your own safety and health and that of others, in adhering to safe work procedures
- Ensure a risk management approach is taken with all program operations and community engagement
- Co-operate with management in fulfilling legislative obligations
- Take reasonable care to ensure personal safety and health and that of others, and to exercise a duty of care to clients, the public and to other employees
- Ensure incidents and hazards are identified, reported, controlled and reviewed in accordance with Peppercorns Risk Management framework
- Consult with colleagues on WHS issues.
- Do not place others at risk by any act or failure to act
- Do not wilfully or recklessly interfere with safety equipment
- Ensure personal adherence to WHS policies and procedures

Key Selection Criteria

Essential

- Qualifications and/or experience relevant to Community Services, Community Development or Health Services
 - Lived experience of disability or chronic health conditions
 - Ability to work respectfully with people from culturally and socially diverse backgrounds
 - Experience engaging with local communities
 - Experience in providing information, referral and advocacy
 - Experience in working with people to develop support plans
 - Demonstrated ability to work autonomously or with a team
 - Demonstrated competence in accurate record keeping and use of Microsoft Office
 - Current NSW Drivers Licence and a vehicle with third party property insurance (or support to access transport as needed)
 - A National Criminal History Check and Working with Children check
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Acknowledgement:

I accept the position description as stated above and understand that this position description supports my Employment Agreement.

I understand and accept that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

I understand and accept that this position description will be reviewed annually at the time of my performance review to ensure it accurately reflects the needs of the business.

I understand and accept that I may be required to perform duties and accept responsibilities from time to time that are not included in this position description to meet the operational needs of Peppercorn, as long as the additional duties and responsibilities are within my capacity, capability, expertise, skills and knowledge. I understand and accept that Peppercorn may provide further training to ensure my continued competence and ability perform these duties, and that I will willingly undertake this continuing professional development.

Print Name: _____

Signature: _____

Date: _____ / _____ / _____

Managers Name: _____

Signature: _____

Date: _____ / _____ / _____

Employee Name		Supervisors Name	
Review Date		Date of last review	
Training undertaken since last review:		Achievements since last review:	

Key: U = Unsatisfactory I = Improvement needed M = Meeting Expectations E = Exceeding Expectations

Key Result Area	Objectives	Performance Indicators	Rating Employee	Rating Supervisor	Comments
		•			
		•			
		•			
		•			
		•			
		•			
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Development Plan			
Goal	Actions	By Whom	By When
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Acknowledgment of Performance Review			
Employee Name		Supervisors Name	
Position		Position	

Comments		Comments	
Signature		Signature	
Date		Date	