CDEM Group Welfare Manager Position Description

This template is intended as a prompt only. It includes elements that all CDEM Groups must consider, but may be customised according to CDEM Group size, structure, and resources.

[Grey text] is replaced with required information. Brown text can be deleted.

This template may also be used to prepare a position description for a **Local Welfare Manager**.

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| **Position description: CDEM Group Welfare Manager** | |
| *Unit/directorate* | *[Insert]* |
| *Appointed by* | CEG |
| *Responsible to* | *[Example only: GEMO Manager (BAU), Group Controller (Response)]* |
| *Reports regularly to* | CEG, National Welfare Manager, WCG (BAU)  Group Controller, WCG (Response)  CDEM Group Recovery Manager, WCG (Recovery) |

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| **Purpose and context of the role** |
| *Purpose* |
| The role of CDEM Group Welfare Manager supports the *[Region/CDEM Group area]* to build resilience by coordinating and supporting the delivery of welfare services by local authorities to communities within the *[Region/CDEM Group area]*.  The key purpose of the CDEM Group Welfare Manager role is to:   * lead welfare coordination for the CDEM Group * provide direction and support in welfare planning * manage the Welfare function in the ECC during response to an emergency * continue leading and coordinating the delivery of welfare services in recovery.   The role of the CDEM Group Welfare Manager is integral to achieving the objectives of the CDEM Group Plan, which are [insert brief description of CDEM Group’s objectives, and how activities of CDEM Group Welfare Manager will help achieve them]. |
| *Context* |
| Welfare services support individuals, families and whānau, and communities in preparing for, responding to, and recovering from emergencies. Welfare services are delivered at the local level and coordinated and supported at the CDEM Group and national levels.  Welfare services are provided by the CDEM sector and their welfare partner agencies to individuals, families and whānau, and communities affected by an emergency. The consequences of an emergency will dictate the services required and how these are best delivered in a community-centered way.  Welfare arrangements are set out in the following documents:   * *National CDEM Plan 2015* * *The Guide to the National CDEM Plan 2015* * *Welfare Services in an Emergency Director’s Guideline* * *[Region/CDEM Group area] Plan* * *[Region/CDEM Group area] Welfare Plan* * *Local Authority CDEM Welfare Plan (where applicable).* |

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| **Relationships** |
| *Key internal relationships* |
| * members of the Joint Committee * members of the CEG * members of the *[Region/CDEM Group area]* WCG * GEMO Manager * CDEM Group Controller * CDEM Group Recovery Manager * ECC team members * relevant council departments * local authority EMOs * local welfare committees * welfare personnel from other CDEM Groups |
| *Key external relationships* |
| * Ministry of Civil Defence & Emergency Management – National Welfare Manager, Emergency Management Advisor (Welfare portfolio), and Regional Emergency Management Advisor * *[Region/CDEM Group area]* partners: Police, Fire Service, District Health Boards * government agencies with a responsibility for welfare services sub-functions under the *National CDEM Plan 2015* * iwi * government and non-government agencies/organisations with a support role for welfare services sub-functions under the *National CDEM Plan 2015* * community based and volunteer organisations * organisations who work with people with disabilities or CALD communities |
| **Readiness role** |
| *Welfare leadership* |
| * Provide leadership to the CDEM Group and local authorities on the development of the Welfare function, and the welfare services sub-functions. * Act as an advocate for welfare to the CEG. * Support the efforts of CDEM Group personnel who are engaged in welfare-related initiatives, for example community resiliency development. * Lead liaison with other CDEM Groups, representatives of welfare services agencies, and the National Welfare Manager and NWCG. * Offer support, advice, and guidance to local level welfare personnel as required. |
| *Planning* |
| * Contribute to the review of the CDEM Group Plan (specifically the welfare section). * Lead the development or review of the Group Welfare Plan. * Ensure that planning for the welfare sub-functions for which CDEM is responsible is developed, along with supporting agencies. * Support the development or review of local welfare plans or arrangements. * Provide support or advice (if required) to other welfare services agencies as they develop their own plans and/or SOPs. |
| *Relationship building* |
| Establish and maintain a close working relationship with:   * + the GEMO Manager, and/or the Group Controller (may be the same person)   + emergency management officers or advisors at both CDEM Group and local level   + local welfare personnel   + representatives of welfare services agencies active at the CDEM Group or local level   + community-based organisations stakeholders   + welfare personnel from other CDEM Groups, particularly adjoining ones. * Organise or support welfare forums or workshops within the CDEM Group (e.g. involving CDEM Group and local welfare personnel, as well as representatives of welfare services agencies). * Participate actively in national welfare leadership forums or workshops. |

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| *Welfare capability development* |
| * Contribute to the planning and delivery of any CDEM Group exercises (ensure that opportunities for exercising the Welfare function are maximized). * Ensure that CDEM welfare personnel, as well as welfare services agencies, participate in exercises where appropriate. * Facilitate the training of welfare personnel (including personnel welfare services agencies, as appropriate), focusing on topics or skills relevant to welfare. * Participate actively in training and exercises. |
| *Developing operational systems and processes* |
| * Lead the development of welfare templates, procedures, and other tools that can be used in response by Welfare (CIMS) function personnel. * Establish and maintain a high level of operational engagement with welfare stakeholders. * Lead the negotiation and recognition of any operational or resource-based MOUs between welfare services agencies. |
| *Acting as Chair of the WCG* |
| * Maintain optimal membership of the WCG, and develop relationships with WCG member organisations. * Provide for the administrative support of the WCG (including recognising, facilitating, and recording all WCG meetings). * Develop and maintain current Terms of Reference. * Lead the development of the WCG work programme (and monitor its progress). * Attend CEG meetings and report on the WCG work programme; report back to the WCG on CEG directives or outcomes. * Attend local welfare committee meetings (where possible). * Maintaining a working relationship with the NWCG Chair, and other CDEM Group Welfare Managers. * Facilitate training for WCG members (individuals and organisations) in areas relevant to welfare. * Provide the WCG with relevant information, reviews, and reports from the CDEM Group (or local authority CDEM), as well as from the national level. |

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| **Response role** |
| *Managing the Welfare function in the ECC* |
| * Coordinate the activity of welfare services agencies. * Ensure that activities under the sub-functions for which CDEM is the lead (ie registration, needs assessment, household goods and services) are implemented effectively, along with supporting agencies. * Receive and disseminate information about the progress of welfare service delivery (from WCG members) to affected communities, including which CDCs have been activated. * Attend the Group Controller’s briefings. * Provide support, guidance and advice to the Group Controller on welfare matters. * Produce a welfare situation report that will be included in the overall CDEM Group/ECC situation report. * Produce welfare action plans as required. * Meet with welfare services agency representatives (as Chair of the WCG). * Liaise with the Welfare function in the National Crisis Management Centre. |
| *Supporting Local Welfare Managers in EOCs* |
| * Liaising with and support Local Welfare Managers in the delivery of welfare services. * Ensuring local welfare information is made available to other ECC functions and the Controller, and is addressed in any relevant reports or plans. |

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| *Liaising with other CIMS functions in the ECC* |
| * Manage the interface with the managers of the other functions in the ECC. * Ensure that welfare needs are correctly forecast, and incorporated into action plans. * Provide accurate information for welfare-related public information messaging (the PIM team will draft and issue these messages). |
| *Acting as Chair of the WCG* |
| * Convene the WCG as frequently as necessary or practicable (this includes securing a suitable venue and ensuring administrative support). * Follow a meeting procedure as documented in the WCG Terms of Reference. * Ensure that decisions are recorded. * Gather information on the delivery of welfare services from WCG members. * Provide the WCG with up to date information on the wider response. |

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| **Recovery role** |
| * Continue leading and coordinating the delivery of welfare services, as in response. * Report regularly to the CDEM Group Recovery Manager, providing welfare-related information and advice. * Gather information on the delivery of welfare services (from WCG members), and provide this information to relevant recovery personnel, groups, or teams. * Be an active member of any recovery groups or teams related specifically to welfare, or the social environment. * Convene the WCG as frequently as necessary or practicable. |

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| **Key result areas** |
| * Up-to-date Group Welfare Plans and arrangements that reflect the requirements of the *National CDEM Plan 2015* (as well as local level plans and arrangements, where appropriate). * Inclusion of welfare provisions in all other relevant CDEM Group and local level plans and arrangements. * A robust organisational structure and resources (including suitably trained personnel) for the effective coordination and delivery of welfare services in an emergency. * Elevation of status of welfare in CDEM Group planning and activities, and also in the planning and activities of welfare services agencies and other stakeholders. * High level of operational engagement between CDEM Group, local level CDEM, and welfare services agencies. * High level of collaboration between welfare personnel and other CDEM or local authority personnel; also, between CDEM Groups (especially neighbouring ones). * Positive relationships with community-based organisations. |

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| **Person specification** |
| *This section is designed to capture the expertise required for the role at the 100% fully effective level (this does not necessarily reflect what the current jobholder has).*  *This may be a combination of knowledge/experience, qualifications or equivalent level of learning through experience or key skills, attributes, or job-specific competencies.* |
| *Qualifications* |
| * Tertiary qualification in relevant discipline e.g. emergency management, development, planning, or community development (or equivalent experience or qualifications). * Current New Zealand Drivers’ License. * Any related post-graduate qualification. * Police vetted. |

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| *Knowledge and experience* |
| * Experience in emergency management, community development, or a related field. * Community engagement, welfare, or recovery experience particularly at the strategic or leadership level. * Experience in developing and maintaining strategic relationships with a diverse range of stakeholders and communities. * Ability to communicate information in a way that increases and builds positive relationships with key partners and communities. * Ability to translate and communicate complex information to a range of stakeholder groups including political leaders. * Ability to engender credibility, confidence, and display compassion. * Ability to work effectively and influentially within the local government political environment. * Demonstrated planning, coordination and project management skills. * Demonstrated competent decision making skills in emergency situations. * Good understanding of the CDEM sector and all its functions. * An understanding of CDEM-related legislation and supporting documents. * An understanding of community issues, challenges and opportunities. * An understanding of vulnerabilities and at risk groups within communities particularly related to hazards and risks. |
| *Attributes* |
| * Demonstrates strategic thinking, strong analytical skills and ability to see the ‘big picture’. * Adaptable and pragmatic within a rapidly changing environment. * Solutions-focused. * Demonstrates leadership, and ability to motivate others. * Has ability to prioritise actions in an emergency. * Has ability to create an environment that empowers others to act and succeed. * Self-motivated. * Demonstrates ability to manage own wellbeing in a pressured environment. * Fosters supportive team environment, and shared ownership of activities and outcomes. * Demonstrates empathy and willingness to understand and respect others’ needs. * Demonstrates commitment to ongoing personal and professional development. * Demonstrates ability to reflect on own performance, recognizing own abilities and limitations. |