

Manager Incident Support Unit

Position number	00040967
Agreement	Public Sector CSA Agreement 2019 (or as replaced)
Classification	Level 8
Reports to	Executive Director, Recovery and Coordination (REXDR) (Deputy Director General Schools)
Direct reports	Principal Consultant x 4 (Level 7) Support Officer (Level 3)

Context

The Incident Support Unit (ISU) is responsible for the implementation of a coordinated incident management response for the Department of Education (the Department). The ISU provides:

- A central point of contact for coordination for incident management support;
- Timely information and appropriate ongoing support regarding emerging incidents;
- A link between relevant services across the Department in response to incidents and throughout all phases of incident management;
- Promotion of risk awareness and incident management planning for threats and hazards that may affect schools and work sites;
- Delivery of Incident Management training and instruction for Department staff and services;
- Interagency collaboration through knowledge and resource sharing; and
- A conduit for the Incident Planning Committee to ensure current incident management policy and procedures exists, consistent with supporting legislation.

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Key responsibilities

Leadership and Strategic Management

- Develop, implement and manage a comprehensive approach to incident management and support for Department sites.
- Manage the Incident Support Unit (ISU), incident management operations and strategies. Including primary focus areas of:

- Communication related to incident management including prevention, awareness and promotion of effective response.
- Operational response to incidents at School, Region and Central levels.
- Organisational capability and readiness building related to incident management including training, professional learning and analysis of trends and systemic issues.
- Monitor and manage the content of the comprehensive Incident Management Manual.
- Monitor, review and evaluate incident management policies, processes and procedures.
- Provide a high-level advisory and consultancy services to senior Department officers and school leaders on incident management, initiatives, procedures and policies.
- Develop and oversee plans and activities to evaluate incident management plans and provide directions and recommendations in relation to school-level and system-level requirements and business continuity matters.
- Represent the Department on internal and external committees and working parties in relation to the Department's incident management arrangements.
- Build and maintain professional links and strategic relationships with internal and external stakeholders to facilitate the implementation and coordination of the Department's incident management operations and responses.
- Monitor developments and reforms in incident management in other states and territories and provide strategic and expert advice.
- Identify operational priorities in consultation with key stakeholders within the Department and coordinate provision of appropriate responses on behalf of the Department.
- Prepare high-level reports, briefing notes, discussion papers and Ministerial communication.

Risk and Mitigation Management

- Monitor and maintain the Department's Incident Management Policy and Incident Management Manual.
- Develop, coordinate and support effective processes and procedures for incident management and risk assessment and mitigation.
- Monitor and evaluate the effectiveness of the Department's incident management response initiatives and strategies to ensure appropriate integration with the State Emergency Management Committee (SEMC) Strategic Plan.
- Represent the Department on sub-committees and working groups related to Emergency Risk Assessment and disaster mitigation.

Branch Management

- Oversee operations of the ISU and the 24/7 incident response service.
- Manage the financial, physical resources and administrative and business functions of the ISU.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Department policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.

Selection criteria

Implements and manages strategy

- translates strategy into operational goals and creates a shared sense of purpose within the business unit
- engages others in the strategic direction of the work area, encourages their contributions and communicates expected outcomes

- considers the ramifications of a wide range of issues, anticipates priorities and develops long term plans for the work area
- understands objective, critical analysis and distils the core issues

Achieves results

- evaluates performance and identifies critical success factors
- establishes clear plans and timeframes for task implementation and outlines specific activities
- strives to achieve and encourages others to do the same
- monitors progress and identifies risks that may affect outcomes and adjusts plans as required

Builds productive relationships

- builds and sustains relationships with a network of key people internally and externally
- recognises shared agendas and works towards mutually beneficial outcomes
- brings people together and encourages input from key stakeholders

Exemplifies personal integrity and self-awareness

- acts professionally and impartially at all times and operates within the boundaries of organisational processes and legal and public policy constraints
- takes personal responsibility for meeting objectives and progressing work; and commits energy and drive to see that goals are achieved
- persists and focuses on achieving objectives even in difficult circumstances

Communicates and influences effectively

- confidently presents information in a clear, concise and articulate manner and translates information for others
- approaches negotiations with a strong grasp of key issues, having prepared well in advance
- anticipates the position of the other party and adapts approach accordingly
- encourages the support of relevant stakeholders.

Eligibility and training requirements

Employees will be required to:

- undertake on call outside of usual business hours in accordance with roster(s)
- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 27 May 2021
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