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| Emergency Planning Facilitator |
| About Peppercorn Services |
| Since 2001 Peppercorn has provided services to a wide demographic of people across the Hawkesbury and surrounding areas. Peppercorn’s purpose is to enrich lives, through connections, partnerships and opportunities. Our services are underpinned by our value of trust, care, respect, agility and continuous improvement. |
| 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. |

Organisational Relationships

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| **Reports to** | Service Development Partner, Resilience and Support Services |
| **Direct Reports** | Nil |
| **Delegation** | Coordinator |

Programs

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Primary Objectives

The primary objectives of the Emergency Planning Facilitator role is to:

* Facilitate planning conversations and workshops with people who are living with disability or who are ageing to develop an emergency plan and communicate it with their personal network;
* Facilitate planning conversations that identify the strengths and realise self-determination in increasing personal emergency preparedness; and
* Facilitate community conversations, expos and networking that increase awareness of natural disasters and support for preparedness

Key Responsibilities or Accountabilities

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| **KRA** | **Specific Tasks, Responsibilities and Outcomes** |
| **Mission, Values and Behaviours** | * Actively promote the Mission, Vision, Values and Strategy of Peppercorn Services.
* Actively follow Peppercorn’s Code of Conduct.
* Comply with the requirements of Peppercorns Policies & Procedures.
* Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.
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| **Risk Management and Business Compliance** | * Maintain service operations in accordance with legislation, regulations, standards, guidelines and contracts.
* Compile operation, performance contractual and financial reports accurately and within required timeframes.
* Ensure data and information systems are maintained accurately at all times.
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| **Work Health & Safety** | * Immediately cease, and report, any workplace activity (including that of other persons) which presents an immediate risk to safety, property or environment to your supervisor.
* Follow all company instructions and directions in relation to workplace health and safety.
* Undertake work in a safe manner to ensure personal health and safety, and that of others including other employees, clients, contractors, the public and visitors.
* Ensure actions (or lack of) do not impact negatively on the health and safety of any fellow employee, client, public, contractor or visitor.
* Ensure incidents and hazards are identified, reported, controlled.
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| **Promotion and Stakeholder Engagement** | * Ensure all interactions within the community portray Peppercorn as a professional and caring provider with a high standard of customer service.
* Build and support relationships with key stakeholders.
* Facilitate expo’s, networking and promotional events that aim to raise awareness of natural disasters and increase preparedness
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| **Quality Management and Continuous Improvement** | * Actively participate in the development, implementation and evaluation of quality management strategies to ensure that quality standards and service goals are met.
* Actively participate in development and review of Peppercorn Policies & Procedures.
* Monitor and undertake continuous improvement activities against program performance in accordance with contractual requirements and best practice standards.
* Ensure feedback, complaints, incidents and compliments are reported, responded to and reviewed in accordance with relevant policies and procedures.
* Where gaps are identified, document, action and review continuous improvement activities.
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| **Relationships and Teamwork** | * Willingly ask for help, guidance or insight from other workers.
* Actively develop positive relationships with peers, other employees and volunteers, and stakeholders.
* Contribute to team meetings that are purposeful, collaborative and documented with clear objectives and outcomes.
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| **Professional Development** | * Attend regular supervision and annual performance reviews with direct line supervisor.
* Actively engage with professional development activities as approved or instructed by direct line supervisor.
* Participate in mandatory training and undertake professional development opportunities when presented.
* Maintain professional knowledge and skills by attending relevant conferences, workshops, courses, and training, and reviewing recent literature.
* Engage in regular reflection of work practice and team relationships.
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| **Emergency Plans** | * 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 resources from evidence-based sources on natural disasters.
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Knowledge/ Skills/ Experience/ Qualifications

*(Key Selection Criteria)*

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| **Essential** | * Qualifications and/or experience relevant to Community Services, Community Development or Health Services.
* 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, NDIS Worker Screening Check and Working with Children Check must be completed and cleared before employment may commence and must be maintained and current throughout employment.
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| **Desirable** | * Lived experience of disability or chronic health conditions
* Interpret Auslan
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Award and Classification

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| **Award** | Social, Community, Home Care and Disability Services Industry Award 2010  |
| **Classification** | Level 4 |

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Current Incumbent

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| **Name**  | **<<insert name>>** |

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: / /