TURKS AND CAICOS ISLANDS PUBLIC SERVICE
JOB DESCRIPTION

DATE: May 2020

JOB TITLE: Disaster Operations Manager

GRADE: 7

MINISTRY/INSTITUTION: Ministry of Tourism, Environment, Heritage, Disaster Management and Gaming

DEPARTMENT/DIVISION: Disaster Management and Emergencies

LOCATION: The job is based in Providenciales but at the discretion of the Head of Department may be relocated to another island in the TCI.

REPORTS TO: Director (directly)

SUPERVISES POSTS:

PURPOSE OF JOB:

The Disaster Operations Manager (DOM) develops and manages operations for DDME's disaster responses by readying people and systems. The DOM maintains readiness to respond to emergencies through several mechanisms, including managing the National Emergency Operation Center, Emergency Operation centers, coordinating, staffing, training, and equipping Disaster Assistance Response Teams (DARTs), and DDME Response Management Teams (RMTs), and stockpiling emergency relief commodities in key locations around the islands to ensure DDME's capacity to execute and coordinate humanitarian assistance and response to natural disasters and complex emergencies.

TASKS AND RESPONSIBILITIES:

- Assist in ensuring that the National Emergency Operations Centre is in a state of operational readiness at all times.
- Facilitate the role of National Emergency Operations Centre Director in the absence of the Director or when called upon to do so.
- Support the Director in the operation of the National Emergency Operations Centre (NEOC) and in particular ensures an adequate flow of information between disaster sites and the Centre.
- Coordinate disaster response activities such as evacuation orders, opening public shelters and implementing special needs plans and programs.
- Support incident command at localized mass crowd and other events as well as at any major mass incident when required.
- Directly manages the Emergency Operations Unit. In consultation with the Director, establishes short and long term objectives for the Units.
- Develop and perform tests and evaluations of disaster management plans in accordance with EMAP standards.
- Ensures that adequate facilities and equipment are provided in the National Emergency Operations Centre for speedy and reliable communications between the Centres and operating agencies of Government as well as with non-government agencies.
- Inspect facilities and equipment such as NEOC/EOC and communications equipment in order to determine their operational and functional capabilities in an emergency situation.
- Updates and maintains the sections of the National Disaster Management Plan that pertains to the Operations of the EOC and Emergency Communications Procedures.
- Maintain and update all resource materials associated with disaster preparedness plans.
- Prepare emergency situation status reports that describe response and recovery efforts, needs, and preliminary damage assessments.
- Assist & serve as an advisor to the Director and NEOC staff as needed, providing information & guidance related to the internal functions of the NEOC & ensure compliance with emergency plans & procedures.
- Maintains close liaison with regional and international response agencies and identify areas where mutual aid agreements can be established for Emergency Operations and Response.
- The post holder is responsible for the coordination of a national response to National emergencies.
- Plan, organize, and develop emergency operations procedures, and direct emergency functions within the NEOC and the utilization of resources to ensure their effective use.
- Develop and maintain NEOC Standard Operating Procedures.
- Ensure that the Office of Disaster Management is response-ready on a 24-hour basis and maintain the Communications Centre on a response-ready basis.
- Develop exercise programs as needed to test response capabilities including annual Hurricane exercise

- Delivers lectures on disaster operation measures at training courses conducted by the Training and Education Unit.
- Organize and or conduct risk assessments for at-risk and/or vulnerable locations as per Disaster Management legislation.
- Participate in the development and maintenance of appropriate systems, procedures and records for the management of the DDME and NEOC's resources.
- Provide key technical advice on emergency management matters to facilitate strategic decision-making as required.
- Conduct surveys to determine the types of emergency-related needs that will need to be addressed in disaster planning or provide technical support to others conducting such surveys.
- Consult with other Departments, Stakeholders, schools, hospitals, and other institutions in order to determine their needs and capabilities in the event of a natural disaster or other emergency.
- Prepare situation- specific response plans that outline operating procedures to be used in response to disasters or emergencies.
- In collaboration with the Policy Unit, coordinate, facilitate and maintain disaster management policies and procedures.
- Coordinates with the Education and Training Manager to design and administer emergency/disaster preparedness training courses that teach people how to effectively respond to major emergencies and disasters.
- Conduct exercises to provide staff, emergency responders, support personnel and executive personnel training in directing operations under simulated emergency situations.
- Partner with Business Continuity team members to understand business continuity plans for each business function across the enterprise and help facilitate launch and execution of the plan in the event of a disaster situation.
- Provide post event feedback to ensure continuous improvement of the Business Continuity Plans
- Provide advice and support regarding business continuity to the Government of the TCI, Statutory and private sector in order that they can remain functional in the event of an emergency.
- Coordinate community support after a disaster.
- Develop and maintain liaisons with other Departments, stakeholders, private entities in order to facilitate plan development, response effort coordination, and exchanges of personnel and equipment.
- Maintain and update all resource materials associated with emergency preparedness plans.
- Prepare emergency status reports that describe response and recovery efforts, needs, and preliminary damage assessments.
- Prepare plans that outline operating procedures to be used in response to disasters/emergencies.
- Propose alteration of emergency response procedures based on regulatory changes, technological changes, or knowledge gained from outcomes of previous emergency situations.
- Review emergency plans of individual departments to ensure their adequacy.
- Attend meetings, conferences, and workshops related to emergency management

- Develop instructional materials for the public and make presentations to citizens' groups in order to provide information on emergency plans and their implementation process.
- Oversee the DDME's emergency warehouse, its supply and distribution mechanisms
- Serve as the DDME's technical advisor to one or more Working Groups of the National Disaster Management Committee (NDMC) and facilitate periodic reviews and updates of their sector plans.
- Perform any other duties in support of the Director which may be assigned from time to time.
- Supervise the TCI National Supply Management (SUMA) Team and promote their projects and training.
- Oversee the DDME's emergency warehouse, its supply and distribution mechanisms.

PERFORMANCE STANDARDS:

The job holder is performing duties effectively when:

1. Demonstrated technical, administrative and human management skills.
2. Demonstrated competence in the design of training programmes.
3. Demonstrated competence in the execution of training programmes.
4. Timely completion of assignments and reports in accordance with targets established for duties
5. Ability to meet deadlines
6. Technical accuracy and general quality of reports.
7. Knowledge and understanding of and the effective application of the DDME's policies and objectives.
8. Communication effectiveness
9. confidences are maintained
10. Public Service regulations adhered to.

WORKING RELATIONSHIPS:

Internal: The job holder liaises internally with all staff within the Department and people at all levels in other Ministries, Departments, Agencies to arrange meetings, disseminate correspondence, etc.

External: The job holder liaises externally with Private sector, TCIG, schools, community groups, regional entities such as CDEMA, PAHO etc to assess and provide trainings in disaster management.

JOB DIMENSIONS:

Supervision received: The job holder receives general supervision by their supervisor, and will develop systems and procedures to run the office within Public Service policies/rules/regulations; unusual problems which may require exceptions to procedures or processes are referred to the supervisor.

Supervision given: The job holder will supervise the work of support staff in the Department, ensuring that they perform tasks by following procedures. The job holder may assist support staff to solve problems they encounter.

Independence of action, authority and decision making:
The job holder will make decisions about the best systems and processes to achieve the work. Any decisions involving expenditure will be approved by the Head of Department or others as required. More complex problems can be solved by the job holder such as difficulties with using systems and procedures, non-routine enquiries, problems using MS Office applications, etc.

KNOWLEDGE AND SKILLS:

1. Adopting flexible and creative solutions to provide partners and beneficiaries with quality, effective, consistent, and timely results.
2. Maintaining proficiency and leadership in our areas of expertise, through engagement, training, field deployments, and exposure to other communities of thought.
3. Holding a long-term strategic perspective in the face of current crises.
4. Comprehensive understanding of issues and challenges in disaster management within CDEMA Participating States
5. Communicate orally and in writing, writing reports, and speaking effectively to individuals and groups.
6. Effectively work with people during difficult, ambiguous, and stressful situations.
7. Manage multiple priorities and work accurately and independently in a fast-paced
8. Comfortable multi-tasking and able to deliver results under pressure and tight deadlines.
9. Principles and practices of emergency planning functions.
10. Ability to communicate effectively with persons at all levels.
11. Flexibility and adaptability
12. Demonstrated Team Leadership

QUALIFICATIONS and EXPERIENCE:

Qualifications:

A Bachelor's degree in emergency, disaster/environment management, urban and regional planning, Natural or Social Sciences or related field. In the absence of a formal degree military qualifications with a combination of Certificates in the following areas would be an advantage:

- Supply Management (SUMA)
- Logistic Supply System (LSS)
- Emergency Operations Center (EOC) Management
- Incident Command System (ICS)
- Training experience in risk management,
- Field Deployment (regional)

Experience:

The position requires a minimum of three (3) years' experience in emergency operations, response activities/deployment, military or disaster management.

In the absence of a bachelor's degree the incumbent must have a minimum of seven (7) years' operational experience in the field of disaster management with a combination of on the job trainings/certificates in disaster management. Any equivalent combination of experience and training.

WORKING CONDITIONS:

i. Position will require periods of travel

Hours of work:

i. The job holder is required to work the hours prescribed by the rules.
ii. Must report to duty [barring serious illness or injury] in the event of a threatened or actual emergency or hurricane threat.

Physical environment and/or risks associated with the job:

i. This job is performed in an office environment.
ii. There are no major risks associated with this job.
iii. Must be able to function effectively for extended periods of time under stressful conditions.

Physical demands: There are no physical demands associated with this job.

Tools and equipment required to do the job:

- Computer and relevant software applications
- Printer

- Scanner
- Telephone
- Facsimile machine
- Photocopier

There is no personal protective equipment required in this job.

Special Requirement:

- Expected to be on call 24/7 and respond to emergencies.

SIGNATURE OF JOB HOLDER:

I have read the above and understand it is intended to describe the general content of and requirements for performing this job rather than an exhaustive statement of duties, responsibilities or requirements. I have been given a copy of this job description.

I confirm that I have read, understood and signed the Code of Conduct for public servants.

_____ _____

JOB HOLDER (PRINT NAME) DATE

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JOB HOLDER (SIGNATURE)

SIGNATURE OF DIRECT SUPERVISOR:

_____ _____

DIRECT SUPERVISOR (PRINT NAME) DATE

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DIRECT SUPERVISOR (SIGNATURE)

THIS JOB DESCRIPTION IS DUE FOR REVIEW AT THE TIME OF THE ANNUAL PERFORMANCE APPRAISAL.