

JOB PROFILE

Job Title:	CDEM International Engagement Programme Coordinator
Business Group:	Ministry of Civil Defence & Emergency Management
Reporting to:	Manager: CDEM Specialist Services
Location:	Wellington
Grade:	21
Date Prepared:	1 October 2010

The Department of Internal Affairs – Te Tari Taiwhenua

The Department of Internal Affairs – Te Tari Taiwhenua – is the oldest government department and traces its history back to the structures put in place immediately after the signing of the Treaty of Waitangi.

Today, the Department is a significant public sector organisation that serves and connects citizens, communities and government to build a strong safe nation. Our vision is that the Department of Internal Affairs is a recognised leader in public service – known for innovation, essential to New Zealand, and trusted to deliver.

We work to achieve these outcomes:

- Strong, sustainable communities/hapu/iwi
- Safer communities
- New Zealand's approach to identity is trusted and well led
- Executive government is well supported

Work Place Principles

The principles or values that identify the way we work in the Department of Internal Affairs (DIA) are:

- We value people
- We act with integrity
- We provide outstanding service

The principles indicate what people can expect from the Department and what is expected from the individual.

Business Overview

The Ministry of Civil Defence & Emergency Management (MCDEM) advises the Government on civil defence emergency management. It provides leadership through an integrated, risk-based approach to civil defence emergency management (CDEM) in New Zealand, with a particular emphasis on supporting regional CDEM Groups to undertake their CDEM responsibilities.

MCDEM is tasked with supporting New Zealand communities to build their resilience to hazards and disasters through ensuring frameworks are in place and that planning is undertaken to minimise and manage the potential impacts of disaster events. This is achieved through a '4Rs' approach to risk management, addressing reduction, readiness, response and recovery.

In conjunction with the CDEM sector, the Ministry develops models, frameworks and guidelines for best practice and to create partnerships with key stakeholders to facilitate their implementation.

MCDEM has a CDEM International Engagement Programme, which has three objectives:

1. To ensure that New Zealand's response capability is supported by access to international assistance following a large emergency;
2. To fulfil New Zealand's international obligation to be a good 'global citizen' through response operations, capability development and the provision of international assistance; and
3. To increase New Zealand's domestic resilience and CDEM capability through increased CDEM knowledge.

MCDEM works in partnership with the Ministry of Foreign Affairs and Trade (MFAT) as part of an all-of-government approach, to support international disaster risk management initiatives across Pacific Island Countries, bilateral partners, regional bodies and United Nations agencies. The relationship with MFAT is formalised in a three-yearly Memorandum of Understanding (MOU).

Vision

Resilient New Zealand
Communities, understanding and managing their hazards

Mission/Purpose Statement

MCDEM will:

- Implement and support the CDEM framework;
- Develop commitment;
- Demonstrate capability; and
- Lead development of best practice.

Values

The values that identify the way we work in the Ministry are:

- Respect - We aim to provide an environment that values the diversity and strengths of individuals;
- Collaboration - We aim to provide a supportive and inclusive working environment for all staff; and
- Leadership - We aim to provide strong, consistent and respected leadership.

Position Summary

This position is for a three-year fixed term contract developed principally to support the delivery of outcomes and outputs in MCDEM / MFAT MOU.

The CDEM International Engagement Programme Coordinator will report to the Manager CDEM Specialist Services and will be responsible for:

- Management of the effective delivery of the Ministry's CDEM International Engagement Programme to meet agreed outcomes and outputs.
- Management and oversight of all MCDEM work related to the CDEM International Engagement Programme and in accordance with provisions of the MCDEM and MFAT MOU, including project planning, monitoring and evaluation, reporting and budget management.
- Development and management of key relationships, liaison with stakeholders, agencies and regional bodies within the context of the CDEM International Engagement Programme.
- Managing the effective contributions of the team members involved in the international programme.
- Coordination, integration and alignment across the programme streams and across other international programmes.
- Provision and/or facilitation of disaster risk management (across the 4Rs) specialist advice nationally and internationally to support the CDEM International Engagement Programme.
- Scoping and identification of options for New Zealand-funded tsunami readiness and risk reduction initiatives across Pacific Island Countries with International Engagement Programme members and Ministry of Foreign

- Affairs & Trade (MFAT) with a focus on strengthening end-to-end tsunami risk management approaches.
- Coordination in partnership with MFAT of the implementation of New Zealand-funded tsunami readiness and risk reduction initiatives across Pacific Island Countries.

Key Responsibility Areas

Key Responsibility Areas	Accountability Statement
CDEM International Engagement Programme	<ul style="list-style-type: none"> • Oversee and lead development and implementation of the Ministry's CDEM International Engagement Programme; • Strategically align CDEM International Engagement Programme initiatives against MFAT priorities; • Provide monitoring, evaluation and reporting of the CDEM International Engagement Programme including MCDEM programme inputs, delivery against outputs and outcomes in the MCDEM / MFAT MOU, the effectiveness of MCDEM interventions in the programme and the Ministry's contribution to the all-of-government response arrangements in the Pacific; • Develop and promulgate strategic frameworks, tools and resources which positively enhance the ability of MCDEM as part of an all-of-government approach, to improve capability and resilience in Pacific Island Countries; • Establish and maintain effective relationships with MFAT, other government agencies, non-governmental organisations, researchers and international stakeholders; • Provide high level advice, facilitation, support and liaison services to MFAT, New Zealand government agencies, Pacific Island Countries, and international stakeholders; • Provide effective analysis, assessment and advice to the Ministry on the CDEM International Engagement Programme; • Manage the initiation of projects or other development interventions through a process of identification, feasibility, design and appraisal; • Initiate and participate in the tendering of work (where required) including through the development of terms of reference and contractor selection processes; • Manage the relationship with contractors (where appointed); • Provide Ministerial and inter-departmental support as

	<p>required. This may include the preparation of briefs, submissions, talking points, speeches and media releases; accompanying Ministers on visits; and responding to OIA requests, ministerial correspondence and parliamentary questions; and</p> <ul style="list-style-type: none"> • Provide MCDEM input into national all-of-government committees as required.
Project Team Management	<ul style="list-style-type: none"> • Effectively manage and coordinate the CDEM International Engagement Programme. This includes programme and project work-plans; office management, programme team members and oversight of project budgets, regular project reporting; and • Support line managers in the development of staff contributing to the CDEM International Engagement Programme. • Providing direction and support for those staff involved in the CDEM International Engagement Programme.
Internal Processes	<ul style="list-style-type: none"> • Provide support to the Manager CDEM Specialist Services by developing and maintaining regular, relevant reports on progress, initiatives and issues and by communicating with relevant stakeholders as/when requested and required; • Contribute to the strategy, policy and management processes of the CDEM Specialist Services Unit; and develop project plans and manage projects as required; • Cooperate and contribute as an active team member with other units of the Ministry to achieve common objectives; • Provide sound, practical advice and input into strategic policy material developed by CDEM policy; and • To act in a way that reflects the values of the Organisation, to uphold the principles of Equal Employment Opportunities and to act in a manner consistent with the intent of the principles of the Treaty of Waitangi.
Health & Safety (Managers)	<ul style="list-style-type: none"> • Ensure staff are informed of Health & Safety requirements when working internationally and are adequately trained to carry out their work safely. • Ensure the prompt and accurate reporting, recording and investigation of all workplace incidents and injuries. • Ensure all hazards are promptly assessed for their significance, and managed according to the hazard management process.

Key Working Relationships

Internal	External
<ul style="list-style-type: none"> • Manager, CDEM Specialist Services; • Director, MCDEM; and • Other unit managers, team leaders and staff within MCDEM and the Department. 	<ul style="list-style-type: none"> • Ministers; • MFAT (including in Wellington and Pacific Posts); • Government agencies; • Research stakeholders and agencies; • National Disaster Management Officers; • Non governmental organisations; • International regional bodies; • International sector partners; and • Societies and institutes.

Accountabilities/Delegations

Staff Management

Number of direct reports	Nil
Number of staff reporting to the direct reports	Nil

Delegations

Human Resources Delegations	Level 4
Financial Delegations	Level 4

Security Clearance

Level	Confidential
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Special Requirements (education, skills, knowledge, experience)

Emergency Event

In the event of a civil defence emergency in New Zealand you will be required to assist in the response to and recovery from a national, regional or local emergency event, as directed. This may involve work in the National Crisis Management Centre or another centre, and may include potentially long hours and difficult working conditions, e.g. an emergency event could occur at any time of the day or night and may require working shifts and/or working weekends. The Ministry will do all in its power to support staff in meeting their work and family responsibilities during an emergency.

Duty Team Roster

In addition to the above, you will be required to serve on the MCDEM duty team responsible for immediate response to New Zealand emergency events. This is generally done in one week on-call durations, rotating with other MCDEM staff. While on-call as part of the duty team you must be immediately contactable 24 hours a day, in a sober, drug free state (excluding medically prescribed drugs unless the medication could impair your performance whilst on duty), and be available to respond to emergency notifications and/or report to the National Crisis Management Centre Within 30 minutes from receipt of the call.

Manages Risk

This describes the ability and desire to promote comprehensive risk and consequence management, as that affects the Ministry of Civil Defence & Emergency Management (MCDEM) business and the Civil Defence Emergency Management (CDEM) setting. It deals with business continuity risks and all hazards risks, both natural and man-made. It promotes a focus on the short, medium and long-term consequences of identified risks in order to provide a basis for planning, informed decision-making, action and integrated resource management. The Manages Risk requirement is expected at strategic level, which means the appointee should be able to:

- Identify strategic relationships between all hazards and risk factors;
- Establish and qualify the consequences of risks and hazards at a national and international level;
- Oversee the management of risks at a national level;
- Conduct planning, informed decision-making and integrated resource management to deal with risks associated with national hazards; and
- Communicate and report effectively at the national and international level in ways which convey and promote appropriate planning, action, decision-making and resourcing within New Zealand.

Educational Qualifications

The appointee will ideally have a tertiary qualification in disaster risk management, emergency management and / or development.

Prior Knowledge and Experience

- Understanding and experience of disaster risk management in the Pacific and within the New Zealand government is essential;
- Strong analytical and communication (written and oral) skills is essential;
- Collaboration and relationship management skills are essential;
- Programme and project planning skills and experience including monitoring and evaluation is essential;
- Ability to obtain a New Zealand Government security clearance is essential;

- Ability to travel periodically within the Asia Pacific region is essential;
- Strong cross-cultural communication and general interpersonal skills is essential;
- Experience in influencing external stakeholders or customers to change and improve their capability to fulfill their responsibilities is essential;
- An understanding of the machinery of Government is essential;
- Understanding of humanitarian activity in the Pacific and Pacific contexts including the various humanitarian actors is preferable;
- Understanding of international humanitarian policy, good humanitarian donorship principals and best practice is preferable;
- Understanding of the political and economic context in the Pacific in particular the relative roles of regional organisations, NGOs, and national governments is preferable;
- Experience in managing or working in emergencies is preferable; and
- An understanding of the Civil Defence Emergency Management Act 2002 is preferable.

DIA Competencies

Competencies describe the behaviour that reflects underlying skills, knowledge, attitudes and personal qualities required to perform at the expected level required. The competencies required for this job are in the DIA competency framework.

Within 6 weeks of your commencing in the job, your manager will agree with you the detail of your performance agreement for the year.

The table below indicates the competency levels (from the DIA competency framework) required for this job.

Competency	Level
Achieves Outcomes	4
Provides Outstanding Service	4
Collaborates and Builds Relationships	4
Manages Personal Responsibilities	4
Achieves Effectiveness for Maori	3
Manages Information and Uses Technology	3
Analysis for Decision Making	4
Leading Business Performance	4

Achieves Outcomes

This describes being proactive and innovative, and solving problems whilst managing risks, to produce worthwhile outcomes in our work and for the people of New Zealand. It connects to our vision to be a "recognised leader in public service,

known for innovation, essential to New Zealand and trusted to deliver”. DIA major outcomes are derived from our purpose to serve and connect citizens, communities, and build a strong safe nation.

Performance indicators (level 4 of 5 levels):

- Develops strategies to achieve business outcomes
- Seeks strategic alliances to achieve outcomes
- Leads business group or DIA initiatives
- Delivers on multiple projects or programmes
- Evaluates outcomes of business initiatives
- Identifies strategic and organisational risks
- Anticipates threats and opportunities to achieving outcomes for the business
- Leads inclusive planning processes
- Ensures initiatives and interventions support successful outcomes for all

Provides Outstanding Service

This describes delivering professional effective public service to clients, external and internal, who use our services or products, and for the people of New Zealand. This competency connects with our vision to be a leader in public service, our purpose, and workplace principle, “We provide outstanding service”.

Performance indicators (level 4 of 5 levels):

- Seek to understand emerging and underlying long term needs of client groups;
- Develop strategies to meet needs of diverse client groups;
- Develop standards and mechanisms for quality service;
- Empower clients and communities to develop joint initiatives and own outcomes;
- Seek opportunities to improve products or services;
- Ensure culturally appropriate policy and services are delivered; and
- Assess impacts of new policies and procedure on clients.

Collaborates and Builds Relationships

This is about working co-operatively, positively and effectively with and for colleagues, clients, other agencies, suppliers and stakeholders, to achieve outcomes in a public service environment. It relates to our workplace principles “We value people” and “We act with integrity”, and supports our vision to be recognised as a leader in public service.

Performance indicators (level 4 of 5 levels):

- Be visible and accessible to stakeholders and staff;
- Initiate consultation with full range of stakeholder groups;
- Work and influence across boundaries;

- Create a culturally safe work environment to attract and develop a diverse workforce;
- Operate effectively in a range of cultural settings;
- Create opportunities and processes to support creativity, sharing of information and ideas;
- Pull disparate views into a coherent position;
- Proactively manage positive working relationships;
- Reach negotiated positions without damaging relationships; and
- Handle issues that are politically sensitive.

Manages Personal Responsibilities

Managing Personal Responsibilities describes the personal, professional, and ethical conduct required in the NZ Public Service. It also describes the flexibility necessary for individual success in a changing world. This competency connects to the DIA workplace principles “We value people”, and “We act with integrity”. It also connects to the Departmental and Public Service Codes of Conduct that guide our work practices and behaviour.

Performance indicators (level 4 of 5 levels):

- Maintains performance under pressure
- Regularly assesses long term goals
- Looks for challenging learning opportunities
- Continually extends intellectual and emotional skills
- Reinforces values and principles through actions and words
- Observes trends and develops strategies for the future
- Demonstrates a flexible approach and finds solutions for a range of business issues
- Accepts and communicates political realities, implications and directions

Achieves Effectiveness for Maori

Achieves Effectiveness for Māori describes working effectively with and for Māori colleagues, clients and stakeholders, to ensure their specific needs are identified and met, and to create a positive work environment for Māori. It relates to our Effectiveness for Māori (EfM) strategies, policies and guidelines and supports our vision to be recognised as an EfM leader in public service.

Performance indicators (level 3 of 5 levels):

- Contribute to the design and/or implement EfM actions to assist the team to achieve its EfM goals;
- Encourage and support staff to achieve EfM competency required in their job;
- Analyse EfM policy and implement appropriate action to address team, business group or department issues; and

- Design ways to provide culturally appropriate operational services at the team, business group and Department levels.

Manages Information and Uses Technology

Manages Information and Uses Technology describes managing information effectively, and using information and communication technology (ICT) to be efficient, productive, and to deliver a high standard of service in an e-government environment. This supports the DIA vision to be a recognised leader in public service, known for innovation, essential to New Zealand and trusted to deliver.

Performance indicators (level 3 of 5 levels):

- Identify where technology can improve efficiency for others;
- Identify issues and emerging ICT requirements;
- Assist others to use technology to best advantage;
- Determine information storage criteria for a team or business group; and
- Demonstrate and maintain good information management and security practices.

Analysis for Decision Making

Adding value through investigating, researching and analysing information to inform sound fact-based decisions, innovative strategy and policy development, to achieve outcomes.

Performance indicators (level 4 of 5 levels):

- Develop comprehensive research, analytical or evaluation frameworks;
- Analyse complex data, situations or systems determining cause and effect, explaining trends and identifying issues;
- Peer review and critique important analyses;
- Make sound judgements on controversial or critical issues using the best evidence available;
- Communicate rationale behind decisions that impact on the wider Department and/or external parties; and
- Evaluate multiple aspects and impacts of issues.

Leading Business Performance

This specialist competency describes leading and managing people and the management of resources. Leaders of people accept the challenge for developing, coaching and nurturing their team members. Leaders maximise the quality and contributions of staff to achieve outputs, and create an environment where team members take responsibility for their actions to achieve Statement of Intent outcomes. Management of resources describes the sound understanding of and application of the most effective and efficient management practices to achieve DIA outputs and objectives.

Performance indicators (level 4 of 5 levels):

- Engenders a culture of achievement, by ensuring ideas and intended actions become reality and that planned projects actually result in desired outcomes
- Identifies talent, encourages equitable and appropriate learning opportunities so staff develop to their potential
- Achieves optimal utilisation of resources through effective finance – budgetary control, human resources – employment relations, and management information systems; this includes having appropriate procedures and systems in place
- Implements conflict management to de-escalate disagreements and orchestrate solutions
- Has a resolute approach to face up to the difficult issues and to live with hard decisions

Success in the Job

You will know you have been successful when you have achieved the results and demonstrated the competencies listed above.

Note: job profiles and competencies may change over time. Jobholders will be notified of any changes. Consultation will take place in the event of any material changes that affect the overall scope, function or possibly size of the job.

Approved:

Authorised Signature:	
Name:	John Hamilton
Position:	Director
Date:	