

# Position Description

<b>Title</b>	Emergency Management Coordinator	<b>Position Reports to</b>	Operations Director Emergency, Aboriginal Health and Clinical Education
<b>Classification</b>	HS5	<b>Employment Status</b>	Fulltime (1.0 FTE)
<b>Enterprise Agreement</b>	<b>HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025</b>		

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for over 160 years. The Eye and Ear has over 90 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24-hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for 160,000 outpatients, 45,000 emergency patients and over 16,000 inpatients.

## Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. Our focus is providing the very best patient care possible. We strive to apply new and effective models of care, invest in research and training and share our knowledge to improve eye and ear health. We will inspire and advance specialist eye and ENT care.

At the core of everything we do are our Guiding Principles:

- **Integrity** – We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect.
- **Inclusive and Accessible Care** – We are compassionate, thoughtful and responsive to the needs of our consumers
- **Collaboration** – We communicate openly, respect diversity of views and skills, and work effectively with partners and in multidisciplinary teams to deliver optimal outcomes
- **Excellence** – We give our personal best at all times, deliver exemplary care and experience, monitor performance, and seek continuous improvement through innovation

Please read our full Strategic Plan here:

<https://eyeandear.org.au/about/publications/strategic-plan/>

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The Eye and Ear is committed to the [Child Safe Standards](#).

The Eye and Ear is a smoke free environment.

## Position Summary:

To develop and deliver an emergency preparedness program that ensures The Royal Victorian Eye and Ear Hospital has robust, current emergency procedures and staff are trained, prepared and supported to respond to emergency incidents.

Coordinate the implementation, and ongoing improvement of an Emergency Management Framework to contribute to a safe environment for employees, patients and visitors in line with relevant legislation, standards and best practice.

### Key Responsibilities / Performance Outcomes:

**Work within an Ethically and Legally Sound framework** - Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.

- Lead and continue to enhance the Hospital's Emergency Management system and training across all Eye and Ear sites.
- Lead the Emergency Coordinator (EC) response in the Hospital when an emergency code is called during weekday business hours.
- Coordinate the Emergency Coordination Team roster so that there is Deputy Emergency Coordinator (DEC) cover available for each weekday, and EC cover when the EMC is not available due to leave.
- Lead, coordinate and continue to improve the Hospital's Emergency Management processes in collaboration with key stakeholders.
- Collaborate with the Manager Risk, Business Continuity and Planning to ensure our emergency procedures effectively link within the hospital Business Continuity Framework and Department Disaster Plans.
- Provide support and advice to department managers and the staff coordinating business continuity and document improvement actions.
- Provide secretariat support to the Emergency Management and Business Continuity Committee (EMBCC) and prepare committee reports.
- Provide quarterly Emergency Management reports to Executive and Health Safety and Environment Committee (HSEC) and bi-annual reports to the Audit Committee.
- Coordinate the review of Response Code procedures to ensure the Eye and Ear's procedures are current and aligned with the relevant legislation and standards.
- Facilitate training exercises to ensure that the Executive team, managers, volunteers and staff, are aware of their respective roles and responsibilities in the event of an emergency.
- Actively participate in ongoing quality and service improvement within Emergency Management including accreditation, related activities and initiatives.
- Coordinate post-incident reviews for emergency management related incidents, with a focus to improving systems and processes that support a safe working environment.
- Regularly review and update plans, procedures and training to incorporate lessons learned from debriefs, incident investigations, exercises, training and best practice.
- Ensure that the hospital emergency management training, processes and procedures are current and reflect best practice in line with AS 3475-2010. This includes reviewing and developing online training materials, delivering emergency management training, delivering fire warden and fire extinguisher training and maintaining an accurate fire warden register.
- Act as the subject matter expert for enquiries relating to emergency planning and preparedness.
- Recommend and facilitate the appropriate training for key emergency management roles such as Hospital Incident Management Team, Area Wardens, Emergency Coordinators, within the hospital and undertake a program of exercises to ensure that staff can effectively respond in the event of an emergency.
- Coordinate and schedule OVA training in accordance with the hospital's service agreement with an external expert OVA training provider.
- Assist in the development and implementation of education and training aligned with occupational violence prevention and industry best practice.

- Provide reports relating to OVA training, reported incidents and improvement actions to relevant committees including EMBC and HSEC.
- Maintain course ownership and monitor ongoing completion of the online Fire Awareness Training.
- Provide specialist advice in relation to meeting emergency management requirements in site planning activities.
- Participate and represent the hospital in external Emergency Management forums.
- Liaise with other Emergency Management Coordinators in the Parkville Local Health Service Network, and at St. Vincent's Hospital, to share learnings and information to contribute to best practice in emergency management.
- Maintain the Emergency Management Intranet site so that the information and resources remain current.

Participate in the Eye and Ear Hospital Performance Management system including the annual performance review and development plan.

### Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

Having an understanding of working within your role and responsibilities outlined in the [Quality and Clinical Governance Framework](#) to deliver safe high quality and person-centred experience and care.

- Participating in reporting and analysis of safety and quality data including risks or hazards.
- Participating in improvement activities.
- Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
- Participating in appropriate professional development activities and other quality and safety training.
- Participating in health service activities required for accreditation.
- Ensuring appropriate use of hospital resources.
- Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost effective practice.
- Actively participate in the annual performance development cycle.
- Is compliant with the [Data Integrity Framework](#)

### Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Participate in wellness@work initiatives.
- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Understand and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
- Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.

All staff are required to have a satisfactory National Criminal Record Check. Only direct patient care/clinical employees are required to have a valid Working With Children Check.

## Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Demonstrated relevant experience in Emergency Management, in a health service environment.</li> </ul>	<ul style="list-style-type: none"> <li>Tertiary qualification in Emergency Management, OHS or equivalent, or demonstrated equivalent experience.</li> <li>Advanced skills in Microsoft Word and Excel</li> <li>Formal qualification in training and assessment.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Extensive knowledge and experience in emergency planning, response, and recovery processes.</li> <li>Experience in developing and delivering a training program, including development of training materials and support resources, and support for emergency exercises.</li> <li>Experience in providing small group training and assessment.</li> <li>Experience in applying emergency management concepts and legislation to review and develop emergency procedures, including maintaining organisation wide procedures, and training materials.</li> <li>Well-developed interpersonal, presentation, consultation and written skills including the development of training materials, and presentation of reports to management.</li> <li>Knowledge of Emergency Management legislation, regulations and applicable standards</li> <li>Demonstrated ability to undertake emergency code incident follow up and debrief, and implement improvement initiatives</li> </ul>	
<b>Competencies</b>	<ul style="list-style-type: none"> <li>Proven ability to communicate, collaborate and engage effectively.</li> </ul>	

## Reporting Lines

**Position Reports to** - Operations Director Emergency, Aboriginal Health and Clinical Education

**Number of Direct reports** - 0

## Key Working Relationships

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*(Internal)*

- Executive Directors
- Operations Directors
- Directors
- Health and Safety Manager
- After Hours Coordinators
- Senior Managers
- Line Managers
- Hospital Staff
- Health and Safety Reps
- Facilities Management
- Security Team
- Emergency Coordinators/Wardens
- Building Occupants (Tenants)
- Contractors

*(External)*

- Department of Health
- Emergency Services
- Other Health Services
- Contractors/Service providers
- Industrial Organisations

*All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.*

## Author of Position Description or Manager of Position:

**Name: Leanne Turner Executive Director Operations / Chief Nursing Officer**

Date: Written and Reviewed: April 2019

Last Reviewed: May 2026

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

## Agreement

I have read, understood and agree to comply with the position description.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_