

Community Recovery Specialist Roles

communityrecovery



Who are the Ready Reserve?

The Ready Reserve relies on the commitment, willingness and goodwill of public servants, such as yourself, to work away from your regular role and be part of the Ready Reserve workforce.

Whether you're working behind the scenes in an operational role in the State or District Recovery Event Management Teams or on the ground, every member of the Ready Reserve plays an important part in the recovery response.

The Ready Reserve are a multi-disciplinary workforce made up of public servants from across all state government agencies drawn from across Queensland.

Find out how you can be part of the Ready Reserve workforce and make a real difference to helping people recover after disasters in Queensland.



Lets hear from the experts



DREMT VS SREMT

District Recovery Event Management Team

The DREMT coordinate the recovery response on the ground at the location/region of the disaster. The team are responsible for working with local government to determine the most appropriate recovery model and service delivery structure to meet the needs of the community.

The management team consist of :

- District Recovery Event Coordinator
- District Event Coordinator
- Senior Manager Planning and Resources
- Senior Manager Service Delivery
- Senior Manager Business Services
- Manager Outreach and Income Tested Grants
- Manager Recovery Hub and Hardship Grants
- Manager Client Support Services
- Team Leader Training
- Team Leader Planning and Intelligence
- Team Leader Reporting
- Team Leader Ready Reserve Management
- Team leader Logistics

State Recovery Event Management Team

The SREMT headquarters located in Brisbane, their role is to support the management and implementation of human and social recovery operation in a disaster affected region. They ensure appropriate levels of resources are provided and that the needs of the affected community are being meet.

The management team consist of :

- State Human and Social Recovery Coordinator
- Event Coordinator
- Coordinator Communication & Engagement
- Coordinator Service Delivery
- Manager Planning, Intelligence & Reporting
- Communications Manager
- Logistics Manager
- Manager Outreach and Income Tested Grants
- Manager Recovery Hub and Hardship Grants
- Coordinator Workforce Capability
- Manager Training
- Manager Deployment, RRMS and HR
- Manager Business Services
- Event Relationship Manager

Who are we looking for?

Executive and Directors

Community Recovery require experienced Executives and Directors to lead Queensland's Human and Social Recovery response.

Executive - leading Community Recovery

- Responsible for leading Community Recovery and effectively delivering on government priorities
- Valued for the ability to lead a team of Executives and influence the sector.

Directors - leading Operations or Communication and Engagement

- Responsible for leading operations and strategic functions
- Valued for the ability to lead Team leaders and Managers (Program Leaders) and influence internal government areas and external organisations to ensure the best outcomes.

Manager (Program Leader) and Team Leader

Community Recovery require experienced Managers (Program Leaders) and Team Leaders to lead the recovery response in the region (DREMT) and in Brisbane (SREMT).

Managers (Program Leader) - leading teams and Community Recovery operational services

- Responsible for leading Team Leaders and multiple operational services across Community Recovery, under broad direction from an Executive
- Valued for the ability to lead recovery services and guide Team Leaders to deliver outcomes.

Team Leaders - leading others

- Responsible for leading Individuals Contributors to deliver team outcomes, typically under direction of a Manager (Program Leader)
- Valued for experience in their specialist area and the ability to manage team members.

Individual Contributors

Community Recovery require Ready Reservists to work in the CBD or in the location of the disaster impact area. Some of the teams include Planning and Intelligence, Reporting, Grants Administration, Logistics, Event Relationship Management, Communication and Marketing, Human Resource Management, Logistics, Deployment, Business Support and Training.

Individual Contributor- leading self

- Responsible for delivering outcomes through self-management, with guidance from the team leader
- Does not supervise others
- Valued for the knowledge and skills in their specialist area and strong self-management

Executive and Directors



Required Skill Set

- Anticipate the consequences of public policy on Community Recovery, the department and community, and engage in high level critical thinking to identify the links and implications between complex issues
- Respond flexibly to changing government, organisational and community expectations, systematically introducing required changes
- Ability to strategically allocate tasks and assign accountability as the disaster event requires
- Foster the spirit of optimism through periods of widespread change, driving a focus on outcomes
- Is a stabilising influence, quickly discerning implications to enable a comprehensive response in crisis situations
- Operate as a trusted steward of public money and resources by setting organisational standards for governance

Manager (Program Leader) and Team Leader



Required Skill Set

- Demonstrate respect for others, taking the time to connect, check in and show an interest in the teams well being while remaining accessible and being optimistic to keep the team focuses through periods of uncertainty
- Remain composed during high-stakes situations, empowering others to understand and embrace change by communicating openly about the rationale and intended outcomes
- Promote integrity in the management and use of processes and resources, ensuring others have the information required
- Ability to analyse available data and identify essential information to uncover the cause of issues and role model courage in making decisions under pressure
- Work with the team to organise work priorities to ensure delivery of recovery commitments

Individual Contributor



Required Skill Set

- Support the Community Recovery team by providing timely information within own area of expertise in an articulate and non-technical manner
- Welcome challenges in the delivery of work and demonstrate persistence in working through obstacles
- Demonstrate respect and appreciation for legislation and policy frameworks by consistently operating to key standards
- Respond constructively to periods of uncertainty by role modelling positivity, work focus and flexibility
- Gain insight into issues by analysing information in a critical manner and prioritising task efficiently
- Remain composed during high-stakes situations and accept decision making and demonstrate judgement about when to escalate issues

Functional areas

A variety of roles are performed in the SREMT & DREMT covering a range of functions. Some roles perform a wide range of functions across the SREMT & DREMT while other roles are specific to a narrow function. Roles can be grouped into Functional Areas defined as:

FA1. Control



FA2. Liaison



FA3. Executive Support



FA4. Planning, Intelligence, Reporting and Communications



FA5. Operations



FA6. Logistics



We are looking for people with attributes

- understands how to work in a fast paced and challenging environment where time sensitivity, time management and workload prioritising is essential
- demonstrates professionalism, and foster professional behaviour in others
- demonstrates flexibility and is open to new ideas
- adapts quickly to changed work priorities
- is reliable and dependable and has attention to detail
- supports colleagues, and is collaborative
- demonstrates the ability to see own role in relation to the wider operational context
- demonstrates ability to manage own wellbeing and operate effectively in a pressured environment
- can analyse critical information and is solutions-focused when problem solving
- is respectful of cultural differences and observes a human rights approach in decision making
- demonstrates empathy and willingness to understand and respect others' needs
- demonstrates leadership, and motivates others to work in a fast paced, changeable environment is self-motivated
- demonstrates ability to follow instructions and work unsupervised
- demonstrates commitment to a collaborative operating environment
- demonstrates ability to operate within the Community Recovery SOP's
- is confident and positive when liaising with a range of internal and external government and non-government stakeholders



Specialist Functions



Grants Administration

The grants team process and pay grant application to help community members impacted by disaster.

Key skills include:

- Knowledge of financial management policies & practices
- Competency in the use of Excel & payment processing systems
- Ability to conduct eligibility assessments & quality assurance checks



Workforce & Deployment

This team deploy Ready Reserves across Queensland including travel, timesheets, HR, reporting and database management.

Key skills can include:

- HR advice on policies & procedures
- Travel & accommodation bookings
- Advanced excel, systems and reporting skills

Logistics

Are you a logistics genius who thrives on setting up, managing and deploying equipment and resources across Queensland.

Key skills include:

- Knowledge of government purchasing arrangements
- Planning, coordination & database skills
- Knowledge of technical equipment (e.g. field equipment, ICT, etc.)



Business Support Officers

Are you a stickler for the rules, and always cross your T's and dot your i's? We desperately need experienced business support staff.

Key skills include:

- Understanding of financial delegation and reporting
- Experience with invoice management and cost centre codes
- Experience in temporary contract staff recruitment





Reporting & Planning

Data nerds you laugh in the face of VLOOKUPS and mappers latitudinally-speaking, you're a high achiever.

Key skills include:

- Capability in the use of data analytics tools (e.g. PowerBI, etc.)
- Good data analytics & Excel skills (incl. formulas and look ups)
- Capability in the use of GIS tools (e.g. ArcGIS, etc.)



Relationship Manager

Are you someone who doesn't sweat the small stuff. This role requires confident liaisons officers capable of establishing and maintaining relationships.

Key Skills include:

- Ability to manage State-wide Non-Government Organisation relationships
- Knowledge of contract management
- High quality in word processing, excel and data management

Communication & Marketing

Do you write web content in your sleep and, eat factsheets for breakfast. Is the superflous comma in the last sentence driving you mad? You may be perfect for the communication team.

Key skills include:

- Ability to write and edit a range of communication material including factsheets, web content, social media post & hotline scripts
- Competency in design tools piktochart & Canva an advantage



Training Delivery

You don't need to be crazy to work here, we'll train you! Looking for experienced trainers to deliver Community Recovery training across the state.

Key skills include:

- Knowledge of training principles & methodologies
- Delivery of training to small groups
- Understanding of disaster recovery preferable but not essential



Steps to Join

Obtain support and endorsement from your manager

Have a chat with your line manager and let them know your considering joining the Ready Reserve SREMT or DREMT team. Your manager may need to consider business continuity and your eligibility.

Some agencies have implemented a formalized process to obtain management endorsement via a one page nomination/ management endorsement form, check with your Agency Key Contact .

Register on the Ready Reserve Management System

Register on the Ready Reserve Management System (RRMS) located on the qld.gov.au/readyreserve page.

You will be asked to create a user profile by entering your personal and employment information and other useful information to assist the deployment team.

State and District Recovery Event Management Application

If you would like to apply for a SREMT or DREMT role, please ask you Agency Key Contact for an application form. Make sure you select the roles you are interested and if you would like to work in Brisbane or in a DREMT team across the state.

This information will be shared with Community Recovery and they will be in contact with you about your application. For more details visit the ForGov website.

Complete the required training

Once your registration is completed and approved you will receive an email with your enrolment details to access the online training courses including the specific training required for your specialist role.

The Human and Social Recovery and Capability Training Program has been designed to ensure all Ready Reserves are prepared for activation and have the skills and abilities to undertake the roles assigned to them during disasters.

Deployment Info

A standard deployment period for Ready Reserve members is nine days. Which includes a break of two days of fatigue leave following a continuous period of five days working in community recovery.

SREMT and DREMT team members will need to commit and be available for a longer period of time generally a minimum of 3 weeks but can be up to 3 months.

Community Recovery will arrange all travel, accommodation and provide well-being support for all deployments.

You can expect to work on weekends, public holidays and late at night.



Got Questions?

Contact your Agency Key Contact
or to find out more and access all
recruitment material visit the
ForGov website at:
qld.gov.au/readyreserve

