

## New

Ministry

Public Safety and Emergency Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

ESS Officer

Requested Class

Job Focus

Operations/Program

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

AEMA, Provincial Operations/ ESS

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

The Alberta Emergency Management Agency (AEMA), of the Government of Alberta, is accountable and responsible to Albertans, and to their communities, for the protection of people, their property, the environment, and the economy from the effects of disasters and emergency incidents. Alberta relies on a decentralized public safety system for managing the various emergency incidents that occur every year. The System is made up of many stakeholders and partners including government ministries, municipal agencies, non-governmental organizations (NGOs), industry, First Nation communities and Metis Settlements. AEMA accomplishes its mandate by effectively and successfully, leading the coordination, collaboration and cooperation between all entities involved, the prevention and mitigation, preparedness, response and recovery activities, within this diverse partnership.

Reporting to the Manager, Emergency Social Services (ESS), the ESS Officer is the representative and subject matter expert for the Government of Alberta on the provision of emergency social services to address the human impacts of disasters and emergencies, and is the primary liaison between ESS programs administered by the AEMA and AEMA's stakeholders including, but not limited to, municipalities, First Nation communities, Metis Settlements, Non-Governmental Organizations (NGO), and Local Authority ESS personnel. ESS Officers are the subject matter experts in the human impacts of disaster. The ESS unit has mandates under the Alberta Emergency Plan and the Local Authority Emergency Management Regulation to lead work with stakeholders both internal and external to the government. The external facing provincial ESS program supports local authorities and the internal to GoA ESS program coordinates cross-GoA departmental actions related to the provision of ESS support on behalf of the GoA.

AEMA has divided the province into seven municipal regions. The incumbent is assigned to one region and works directly with local officials and administrators to develop ESS capacity and support the local authority's human impact response to disasters on behalf of the GoA. The ESS Officer leverages advanced knowledge of their region's population and service capacity and capability; the Alberta public safety systems; best practices in EM and ESS; research; incident reports; experience in the development of ESS

plans and programs; and direct experience in delivery of ESS at time of incident to impacted populations across a variety of incident and hosting types. The ESS Officer works independently to rapidly identify complex problems or issues in ESS plans, programs, integration with broader emergency management programs and processes, or delivery of ESS at time of incident and advises local authority ESS on possible solutions or develops innovative and creative solutions for the GoA to address the problem(s).

The ESS Officer is required to travel independently throughout their assigned region, both for program development and incident response. This travel varies, but ranges from 25-30% to as much as 100% when deployed for incident response.

At time of incident, the incumbent may be deployed to their region to advise the host community/ies on the delivery of ESS to those directly impacted by the disaster, or act as GoA Liaison for all matters ESS. The ESS Officer may also be required to supervise GoA wage hires or augmentees if ESS support personnel are also deployed.

In addition to their external facing program, the ESS Officer is responsible for an internal-facing portfolio and its project management. Each portfolio is unique and addresses a different aspect of the AEMA ESS programs and GoA ESS systems. As portfolio manager, the ESS Officer determines priorities and work plans in alignment with the ESS unit, AEMA, and ministry mandate, strategy, and business plans. The ESS Officer is responsible for the policy and/or program work associated with the design, development, implementation and maintenance of their portfolio. This work often incorporates stakeholders and partners outside of AEMA and/or the GoA. The incumbent is then required to liaise with key stakeholders and represent AEMA and the ministry in interdepartmental work teams and external committees as the ESS SME. External activities required to support GoA programs may including representatives of provincial and federal governments, professional organizations, or the NGO Council (ex. Red Cross, Samaritan's Purse, Salvation Army, Alberta Food Banks, etc.) All work is conducted with the goal of ensuring readiness of the systems and programs of AEMA and the Government of Alberta required to support impacted Albertans at time of incident.

At time of incident, if not deployed to an impacted and/or host community, the ESS Officer leads the ESS Branch of the Operations Section in the Provincial Emergency Coordination Centre (PECC) in the role of ESS Branch Director. Each ESS Officer may be required to fill this role as deployment is based on the region impacted by a disaster and/or hosting evacuees. As the ESS Branch Director, the incumbent directs, oversees, and coordinates the activities required to ensure PECC incident objectives for ESS are met. This includes collaborating with GoA ministries for their program delivery to impacted populations, coordinating those activities as required, and supervising both AEMA personnel assigned to the ESS Branch, wage hires, and Government of Alberta personnel working in the PECC as augmentees. The ESS Branch Director may also be required to backfill the position of Operations Section Chief.

## Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

ESS focuses on the human impacts of disasters and emergencies once people are out of harm's way. This includes, but is not limited to: supporting evacuation, hosting evacuees, and human impact aspects of re-entry planning. Under the Alberta Emergency Plan, AEMA ESS has mandates both at the local authority or community level and internal to the GoA.

### External facing work of the ESS Officer

Each ESS Officer is assigned at least one of the seven AEMA regions. Each region typically contains First Nations and Metis communities and 40 to 60 municipalities in a mix of rural and urban settings. Each ESS Officer also acts as backup to at least one additional region. The ESS Officer may also be expected to provide service anywhere within the province based on resource needs and specific expertise, including physically deploying in response to an emergency or disaster. The incumbent must be prepared to travel independently for these activities. Travel frequency varies by time of year but averages 25%-30% with this increasing to as much as 100% during incidents if deployed to the impacted area or host community/ies.

### Ongoing program work:

Advise, coach, mentor and provide direction for the development of ESS plans and programs within assigned provincial region(s), across all four pillars of emergency management to sustain a consistent standard of public safety system preparedness in alignment with legislated requirements and leading practices.

- Provide advice to local authorities, emergency management agencies, community and non-government organization (NGO) groups, on the provision of ESS programs within their jurisdictions.
- Assist and mentor local ESS leads and others within community emergency management agencies in their roles and responsibilities for ESS, in accordance with the Emergency Management Act and their municipal emergency management program.
- Partnering with Field Officers, support the overall development of the community's readiness and response capability through engagement with ESS programs and personnel. This includes participating in the local authority plan/ program

reviews supporting the community in meeting their legislated responsibilities.

- Train and mentor local and regional ESS staff in the implementation and operations of GoA owned evacuation support tools.

Inform, design, develop, coordinate, and deliver training on a variety of ESS topics across the province and/or the region to enhance capacity and competency of communities.

- Each ESS Officer delivers the AEMA ESS curriculum within their region.
- Design and develop custom workshops based on assessment of needs across the assigned region(s).
- Advise on the development and execution of ESS components for local/regional, multi-agency and/or multi-jurisdiction EM and ESS exercises to test and evaluate EM/response/re-entry and recovery plans, including mentoring local ESS personnel on the performance of their role during the exercise.
- Develop new provincial ESS curriculum or update existing content using evidence-based research , post-incident assessments, and community feedback or requests, following a continuous improvement cycle

Promote and deliver public education initiatives across the regions to increase public awareness and readiness across the province.

- Support and encourage personal preparedness programs in communities including participation in public education assignments.

Integrate EM and ESS best practices including risk management and mitigation, continuity of operations, local, regional, provincial and Métis Settlement EM plans, provincial and federal level ESS plans and the ESS components of re-entry and recovery plans at the local, regional and provincial levels.

- Provide technical advice to communities, emergency managers and the public on risk assessments, emergency planning, personal preparedness and regional governance options as they relate to ESS concepts and activities.

#### **During Incident Response:**

Deploy to impacted and/or host communities at time of incident to provide ESS subject matter expertise at the local/regional level, advise on ESS supports to those directly impacted by the disaster, and act as GoA Liaison for all matters ESS during provincial response, to ensure adequate care is provided as required by the *Emergency Management Act*.

- Advise and assist local authorities in the planning and conduct of evacuation and mass care operations, re-entry operations, and initial community recovery operations.
- Provides critical link between the public safety system stakeholders responsible for direct ESS service delivery (local authorities), and the AEMA, which is responsible for coordinating provincial level support to those local/regional stakeholders.
  - If ESS is not able to deploy to the location, advise and support through regular and reoccurring direct contact with the ESS lead in the impacted and/or host community.
- Coordinate provincial ESS-specific mass care operations during large-scale or complex emergencies or disasters, including coordinating complex logistical supports
- Apply expert knowledge of existing ESS-related GOA programs and plans to initiate their activation and facilitate communication between local authorities and GOA officials, and potentially federal officials, in support of the local authority's provision of ESS.
- Be prepared to host or assist with hosting senior officials visiting the affected or host community.
- Be prepared to spend multiple days and nights away from home for both routine activities and incident deployment
- Function effectively in a high-stress environment over extended time frames ( > 12 hours).
- Each ESS Officer may also be deployed to lead ESS work or supplement ESS teams in other Provinces, for inter-provincial mutual aid requests.

Liaise with AEMA Field Officers to develop shared situational awareness of ongoing disaster and emergency events within the province.

- ESS is typically deployed to the host community and provides detailed and regular situation reports to the Provincial Emergency Coordination Centre (PECC) to assist in the development of a shared understanding of the situation.
- This includes the early identification and communication of human impact risks and future requirements that may impact the successful delivery of ESS.

Assume on-call duties in a rotation with other ESS Officers to ensure 24/7 response capability during times of increased hazard activity or Provincial Emergency Coordination Centre (PECC) activation.

Participate in the review of local/regional, AEMA, Government of Alberta (GOA) and other post-incident assessments (PIAs) of emergency events in Alberta and other jurisdictions.

#### **Internal facing work of the ESS Officer**

Each ESS Officer is responsible for an internal-facing portfolio and its project management. Each portfolio is unique and addresses a different aspect of the AEMA ESS programs and GoA ESS systems. As ESS work progresses, the ongoing projects of each portfolio may change providing opportunities for the incumbent to identify new initiatives and areas for development. ESS Officers are also responsible for the human impact and mass care operations of the Provincial Emergency Coordination Centre through the ESS Branch at time of incident.

#### **Ongoing program work:**

Guide, lead, collaborate, develop and implement complex strategic projects to ensure the ministry, all levels of government and other strategic ESS partners (including NGOs and community groups) are prepared to deliver ESS supports at time of incident.

- Support GoA responsibilities under the Emergency Management Act and associated regulations and plans at time of incident.
- Lead the development of ESS-related policy and programs in response to best practices, post-incident assessments, and impacts from or gaps as a result of EM partner program updates.

Manage a portfolio of work focused on developing and maintaining, the cross-government, cross-provincial, and/or ESS futures activities required to support the ongoing development of ESS in Alberta. Each ESS officer manages a unique portfolio.

- Within assigned portfolio, review current literature and report on current trends and recent developments in ESS. Develop portfolio priorities and projects to support the ongoing development of provincial approaches to ESS. Advise team members. Apply to work with regional stakeholders.
- Research, scope, plan, develop and implement projects and activities that support the ESS concepts, skills, activities, resources, and/or policies of that portfolio.
- Manage the daily operations of the portfolio areas and its projects, including monitoring, risk management, issues management, stakeholder and partner engagement, and reporting to management.

Provide advise to senior leadership and department staff regarding ESS policy and program impacts, and/or ESS service delivery impacts from program decisions from EM partners (eg. Other ministries, NGOs etc.)

- Develop and coordinate briefings, background papers, and strategies for senior officials on key findings of current policy directions and their implications for ESS in Alberta.
- Expertly develop briefing materials and presentations to support senior leadership on ESS related initiatives, inquiries, issues that require creative and strategic solutions and decision making.

Collaborate with other ESS Officers to enhance services and supports to sustain a common and consistent approach across the province.

Participate as the ESS subject matter expert in cross-government, regional or municipal EM/ESS working groups and committees.

Cover-off Manager, ESS as requested

#### **During Incident Response:**

Lead the ESS Branch activities in the Operations Section of the Provincial Emergency Coordination Centre (PECC) to ensure

- Provide functional guidance and supervision to ESS Branch personnel including wage hires and GoA personnel acting as augmentees.

Lead the Operations Section when providing cover-off for the Operations Section Chief, as required

Lead coordination activities with other PECC Sections and other Ministries through Consequence Management Officers (CMOs) or Business Continuity Officers (BCOs) for the provision of ESS services

Coordinate the delivery of government ESS services through cross-ministry activities such as providing psycho-social supports to evacuees.

## Problem Solving

Typical problems solved:

The ESS Officer operates on the human impact end of the disaster spectrum. The incumbent provides local governments in municipalities, First Nation communities, Metis Settlements, and NGOs with expert advice and guidance in all aspects of emergency social services (meeting the adequate needs of those impacted by disaster or emergencies). Needs at time of incident and levels of capability and capacity for ESS delivery vary across communities, requiring the ESS Officer to be adaptable and maintain a broad and comprehensive knowledge of the communities across their assigned region.

The ESS Officer plays a critical role in building and maintaining relationships with some of AEMA 's most critical stakeholders in local government and NGOs. As the provision of emergency social services has a significant voluntary component and few real legislative standards, the ESS Officer must be able to influence the actions of stakeholders (e.g., to modify ESS plans based on the ESS Officer assessment and exercises).

Emergencies can occur at any time. ESS Officers may be called upon to support communities directly through deployment to impacted or host communities or to work in the PECC, outside of normal working hours. This allows the ESS Officer to develop and maintain situational awareness of ESS needs and support the development and maintenance of the Common Operating Picture for that incident.

The ESS Officer works with a high degree of independence when working in the region, in accordance with ministry, AEMA, unit, and program plans and priorities, existing legislation and standards, and the needs of the specific communities across the assigned region. The ESS Officer has the authority to determine how best to engage and work with communities on their specific needs and resolves operations problems independently.

AEMA ESS Officers manage a unique portfolio, which may include other stakeholders internal to AEMA and/or the GoA. The ESS Officer sets the priorities for their assigned portfolio in alignment with ministry priorities, AEMA strategic and business plans, ESS research, and learnings as shared through post incident reports. The internal-to-government activities of the ESS Officer require the ability to work with others in lead and supporting roles, based on the portfolio and/or project requirements. Project management and organizational skills are essential to ensure efficient and effective delivery of portfolio priorities in coordination and/or collaboration with other government programs, departments and/or ministries. The ESS Officer must be able to build relationships across government and influence GOA partners to develop and maintain programs, processes, and partnerships to further the GOA's ability to provide ESS-related supports at the time of incident.

ESS Officers also participate in projects and activities led by other Ministries requiring ESS subject matter expertise. The ESS Officer may also be asked to provide ESS subject matter expertise and represent the GOA in external working groups or committees.

Types of guidance available for problem solving:

The Manager is available to support with the more complex issues, but the ESS Officer must be able to act autonomously in the field during emergency situations, ensuring the impacted and host community ESS requirements are met. The ESS Officer develops an annual regional engagement plan based on community needs, requests, and the ESS business plan and budget allocations. For portfolio activities, the ESS Officer identifies priorities, develops and implements project plan(s) for business plan items, and identifies new initiatives. Regular reporting is provided to the Manager, ESS for inclusion in the Central Operations work plan, to coordinate the ESS Officer efforts to ensure performance objectives are being met.

Direct or indirect impacts of decisions:

The advice and direction given by ESS Officers, both in program development and during incident response is relied upon by AEMA's stakeholders to enhance their ESS planning, mitigation, response and recovery plans and efforts for the provision of ESS, and can have significant community/human, safety, legal, financial, and political ramifications. It is imperative that this advice is accurate, appropriate, timely, and tailored to unique situations and circumstances. In an actual emergency or disaster, this advice could make the difference between meeting or failing to meet basic human needs.

## Key Relationships

Major stakeholders and purpose of interactions:

### Internal to government:

- Managers, ESS Officer and Field Officer peers - provide updates on regional and local ESS issues to inform broader provincial planning as well as unit and branch planning and reporting; collaborate and share information.
- All AEMA staff, particularly within Provincial Operations. - provide a synthesis of regional ESS needs to inform training and public education initiatives as they relate to ESS; identify regional ESS issues and provide solutions to support local authority and government of Alberta readiness for the provision of ESS at time of incident.
- Other branches of the Ministry and/or other Ministries including Advanced Education, CPE, Education, Health, Indigenous Relations, Infrastructure, Mental Health and Addictions, and Seniors, Community and Social Services, etc. - share information; inform planning; represent AEMA and ministry programs and services; provide advice and inputs based on regional knowledge; collaborate on common initiatives
- Members of the Legislative Assembly (typically if they tour a reception centre in the ESS Officer's region during an incident). - respond to queries; provide updates

### External to government:

- provide advice, guidance and coordination as the focal point for ESS between the AEMA and the public safety system; assess ESS plans and provide feedback; raise awareness to available programs, services and supports etc; focus on advancing the competence and capacity for ESS across all pillars of emergency management.
- Communities - all levels of municipal government and First Nations councils (as requested) including elected officials, CAOs and department heads, including the Director of Emergency Management (also includes the Metis Settlement equivalents) and the ESS Program lead.
- Federal departments - specific to ESS preparation and provision
- Professional associations.
- Non-Government Organizations (including Canadian Red Cross, Samaritan's Purse, Alberta Foodbanks, Salvation Army etc.).

## Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other		

If other, specify:

certificate/diploma/degree emerg.mgmt,social work, public safety,pubic admin, or emerg services admin

Job-specific experience, technical competencies, certification and/or training:

- Four (4) years related education with a completed certificate/diploma/degree in the areas of emergency management, social work, public safety, public administration, or emergency services administration or a related discipline; or equivalency as described below.
- Minimum five (5) years experience working in a leadership and/or decision-making role either in a public or private setting, in a field involving operational and tactical level emergency social services and/or emergency management is required; or equivalency as described below.
- Equivalency: Directly related education or experience considered on the basis of:
  - 1 year of education for 1 year of experience; or
  - 1 year of experience for 1 year of education.

In addition to formal education as outlined above, other desirable courses that directly or indirectly support emergency social services field work, or able to complete within one-year of assuming position:

Alberta Basic Emergency Management  
 ESS Basics,  
 ESS Coordinator,  
 Donations Management,

## Facility Management

Incident Command System (ICS) 300 qualified; or able to achieve qualification within one-year of assuming position. ICS 400 is considered an asset.

Alberta AHIMT Block training as asset.

Business Continuity Training and Certification an asset.

Crisis Communications training an asset.

First Nations Cultural Awareness training an asset.

Minimum Class 5 driver's license with clean driver's abstract **required**.

## Experience

In addition to the experience noted above, preference will be give to applicants with the following:

Experience with an evacuee registration system considered an asset.

Demonstrated experience influencing other professionals or teams of professionals outside of direct line of control.

Experience functioning with little direct supervision and/or within a geographically dispersed staff desirable.

Experience working in an Emergency Coordination Centre or similar and leading a team of response personnel or augmentees during disaster response considered an asset.

Experience leading the delivery of ESS services either directly to evacuees or in support of those providing direct services considered an asset.

Experience dealing with the public, news media, ESS providers, emergency responders (police/fire/EMS), and senior level officers in the public, private, volunteer, and/or NGO sectors is desirable.

Proven ability to adjust messaging, communications, and style to suite the audience and situation.

## Knowledge:

Thorough knowledge of AEMA 's mandate and the Alberta Public Safety Governance System.

Knowledge of relevant legislation, policies and directives including the Emergency Management Act, GoA Emergency Management Regulation, Local Authority Emergency Management Regulation, and Freedom of Information and Protection of Privacy Act;

Extensive knowledge of the process and best practices for ESS planning and emergency preparedness.

Knowledge of GoA ministries, departments, and programs that support the provision of ESS in Alberta.

Understanding of local authorities, cross-jurisdictional and ministerial decision-making processes and accountability structure, programs and projects.

Working knowledge of Canadian (CSA Z-1600) and international standards related to emergency management.

Knowledge of operational and tactical planning processes, as well as planning processes used within the GoA.

Awareness of the Disaster Recovery Regulation and associated guidelines.

Strong level of understanding of municipal ECC procedures.

Thorough knowledge and understanding of the Incident Command System.

## Skills and Abilities:

Project management skills including strong research, analytical, evaluation, and problem-solving skills to develop and recommend resolutions to complex problems and contentious issues.

Strong time management and decision-making skills.

Advanced written and verbal communication skills.

Experience with web-based EM/ESS information systems or EM/ESS situational awareness systems.

Strong technology skills including advanced ability with MS Office Suite of applications and the ability to learn new systems quickly.

Strong negotiating, motivating, team building and consensus building abilities.

Ability to deal with unpleasant, sensitive, disputed and/or critical matters in an objective, productive and compassionate manner.

Proven ability with systems thinking including the ability to recognize and appreciate the potential impacts of decisions on all parties involved in a situation

Proven ability to work with politically sensitive, confidential issues and information.

Excellent problem solving skills

Ability to analyze and evaluate situations, objectively identify problems, and develop possible solutions.

Proven ability to perform under extremely stressful conditions and emergency situations, providing concise and calm direction/advice in highly critical situations.

Adaptable to changes in responsibility and situation.

Ability to work independently in a professional manner and in accordance with Standard Operating Policies and Procedures.

## Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul>	<p>In Reception Centres and other ESS facilities, ESS Officer will anticipate human behaviours and minimize the impact to stakeholders by proactively leveraging programs, processes, and additional supports.</p> <p>Across the province there are different models of regionalization and stand-alone ESS programs. ESS Officer analyze the current situation, identify issues and challenges, and provide recommendation for more effective systems/processes for each local authority or regional program within their assigned region.</p>
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	<p>ESS Officer support Local Authority ESS planning to anticipate problems, and help develop tools to understand potential problems based on similar past experiences and knowledge.</p> <p>Leveraging other specialist and professionals, and using evidence-based data, the ESS Officer is able to recommend solutions to potential ESS-related issues/problems that could arise in all the EM Phase.</p>
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains</li> </ul>	<p>During activation in the PECC (under ESS Branch), ESS Officers lead the ESS Branch and recommend actions to ensure the local authority's needs are addressed. Rapid</p>

		<p>impact of changes</p> <ul style="list-style-type: none"> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	<p>adjustments are made as needed based on the changing situation.</p> <p>Utilizing their knowledge, experience and relationships, ESS Officers can develop alternative recommendations and actions to solve problems or issues that arises.</p> <p>Able to move quickly and seamlessly between ongoing program requirements and incident response supports, both in the PECC or when deployed to a host or impacted community.</p>
<p>Develop Networks</p>	<p><input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> <li>• Looks broadly to engage stakeholders</li> <li>• Open to perspectives towards long-term goals</li> <li>• Actively seeks input into change initiatives</li> <li>• Maintains stakeholder relationships</li> </ul>	<p>ESS Officer understands the landscape of the working environment, and has a good political acumen in order to ensure buy-in and engagement from key partners and stakeholders both in communities and across government.</p> <p>In Regional Network meetings, ESS Officer initiates the relationship building directly with local authorities but also promotes relationship building between LAs in order to better develop consistent and standard practices for ESS. This supports the ongoing professionalization of ESS and its integration into emergency management</p>
<p>Drive for Results</p>	<p><input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	<p>During response, ESS Officers work with networks and work collaboratively to address the needs of communities within their scope of work. This type of work must be completed and creative problem solving is often required to reach these goals.</p>

