

Position Description

Position Title	Senior Coordinator, Disaster Management
Reports To	Executive Head of Strategy Planning & Performance
Direct Reports	Nil Capacity to lead project and incident teams as required
Team	Strategy Planning & Performance
Location	WQPHN Office
Position Classification	Level 3
Relevant Award & Classification	Award free
Employment Status & Hours	Full-time, 1.0 FTE, 76 hours per fortnight 12 months fixed term with possibility of extension

Primary Purpose

The **Senior Coordinator, Disaster Management** leads WQPHN's preparedness, response, and recovery coordination across Western Queensland. The role is designed to establish and embed core Disaster Management (DM) components within WQPHN, ensuring alignment with regional, State, and Commonwealth DM frameworks, supporting providers, and safeguarding continuity of care during major events.

The position is responsible for developing, implementing, and maintaining initiatives that strengthen preparedness across the primary health care sector, including business continuity planning, education and training, and coordination of preparedness projects. A key focus is building collaboration with providers, government, and community stakeholders to ensure a cohesive system response to emergencies and climate-related disasters.

Role Functions

The Senior Coordinator, Disaster Management is responsible for the following key functions within WQPHN:

- Support the development, implementation, and ongoing maintenance of disaster preparedness and business continuity initiatives across the primary health care sector, ensuring alignment with WQPHN's CORE funding schedule.
- Coordinate training, education, and simulation activities to strengthen organisational and community resilience.
- Facilitate stakeholder engagement and collaboration with health providers, emergency services, and community organisations to enhance preparedness and response.
- Contribute to monitoring, reporting, and continuous improvement of disaster preparedness programs, resources, and systems.

Key Responsibilities and Accountabilities

Planning for Resilience & Continuity of Care

1. Develop and implement disaster preparedness protocols, plans, and procedures aligned with

relevant guidelines.

2. Ensure preparedness is integrated into needs assessments, commissioning, and organisational planning.
3. Maintain a central repository of provider Business Continuity Plans (BCPs) and lead annual assurance processes against PHN-defined standards.
4. Maintain and regularly test WQPHN's Business Continuity Plan and develop actionable continuity strategies to ensure organisational resilience.
5. Design and deliver a comprehensive disaster training and exercising program, including table-top exercises, communication drills, surge tests, multi-agency exercises, and after-action reviews.

Disaster Operations & Response Coordination

6. Establish and maintain a central disaster management mechanism to coordinate preparedness, response, and recovery, including incident logging, role assignment, workforce and provider tracking, decision recording, and situation reporting.
7. Activate and manage surge and recovery functions, including provider stand-up, workforce surge, mental health support, and pharmacy/medicines continuity.
8. Lead the design and implementation of situation reporting templates and timing to ensure a shared common operating picture.
9. Embed continuous improvement through an after-action and lessons learned register to inform future planning.
10. Lead or support disaster-related projects using standard project management methodologies that are complementary to WQPHN's existing procedures and operations.
11. Develop and manage service agreements within commissioning frameworks and oversee contractor performance.

Stakeholder Engagement & Communication

12. Build and maintain formal linkages with Local Disaster Management Groups (LDMGs), District Disaster Management Groups (DDMGs), Hospital & Health Service (HHS) emergency cells, First Nations organisations, and other key stakeholders to ensure coordinated planning and response.
13. Represent WQPHN at regional disaster management committees, LDMGs, and health sub-committees.
14. Collaborate with the Executive Services team to develop and implement stakeholder engagement and information strategies, ensuring timely, accurate, and accessible disaster preparedness information is consistently communicated through WQPHN's website and other communication channels.
15. Facilitate events, forums, and consultations to share information and gather stakeholder feedback.

Performance Monitoring, Reporting & Continuous Improvement

16. Stay abreast of best practices, innovations, and regulatory changes in disaster preparedness and resilience.
17. Monitor and analyse disaster preparedness initiatives, tracking outcomes, KPIs, and budgets. Prepare and deliver high-quality, timely reports, briefings, and correspondence to management, the Board,

funders, and key stakeholders.

18. Implement and report on disaster preparedness grants and funded initiatives.
19. Maintain accurate stakeholder data and ensure CRM and related databases are up to date.

General

20. Adhere to all established Management System policies, frameworks, procedures, and guidelines, including for, but not limited to, Quality, Information Security, Safety (WHS, clinical governance), Finance, Commissioning, People & Culture, to ensure the protection and compliance of the organisation and its stakeholders. Actively contribute to ongoing quality improvement across organisational risk areas as appropriate.
21. Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position.

Our Commitment to Reconciliation

WQPHN is committed to undertaking all work within a culturally inclusive, sensitive and safe framework that supports Reconciliation. The Reconciliation Action Plan shows WQPHN's commitment and dedication to embedding reconciliation initiatives into everyday work.

Minimum Qualifications and Competencies

1. Qualifications in health, emergency management, or related field, or equivalent related experience.
2. Strong knowledge and practical experience of disaster preparedness principles, practices, and regulations.
3. Demonstrated project management experience.
4. Experience coordinating or supporting multisectoral partnerships.
5. Highly developed interpersonal and communication skills with ability to collaborate effectively.
6. Strong organisational and administrative skills with ability to manage competing priorities.
7. Proficiency in Microsoft 365 and relevant databases.
8. Willingness and ability to travel across Western Queensland as required.
9. Current Australian Driver's Licence, unrestricted for work purposes.

Desirable:

10. Experience working with Indigenous communities in disaster preparedness and response.
11. Familiarity with the Western Queensland geographical and socio-economic landscape.
12. Experience using Monday.com project management platform is advantageous.

Key Performance Measures

1. Demonstrate and model the WQPHN values.
2. Deliver against allocated WQPHN strategic objectives, business plan and PPQF, reflecting the Health Needs Assessment and DoHAC deliverables.
3. Develop and maintain positive stakeholder relationships through respectful, timely, and considered communication.

4. Develop, implement, and maintain disaster preparedness and business continuity plans in line with organisational standards.
5. Deliver training and education sessions to providers and stakeholders, meeting agreed frequency and quality benchmarks.
6. Complete project deliverables, grant requirements, and reporting obligations within agreed timeframes and quality standards.
7. Manage commissioning activities and contractor performance to ensure effectiveness, compliance, and value for investment.
8. Ensure compliance with all relevant disaster management legislation, policies, and guidelines.
9. Achieve positive stakeholder feedback on engagement, support, and responsiveness.
10. Provide accurate and timely reporting on preparedness activities, aligned with internal and external requirements.
11. Participate in communities of practice and contribute to knowledge sharing and sector-wide learning.
12. Meet 100% completion of mandatory and organisational training priorities.
13. Consistently and proactively contribute to effective risk management, QMS compliance and continuous improvement.

Key Relationships

Internal

- Executive Management Team
- Senior Management Team
- Primary Health & Commissioned Services Team
- Strategy, Planning & Performance Team.

External

- Department of Health, Disability & Ageing (DoHDA) and other government departments
- RFDS, CheckUP, HWQ and other partner organisations related to PHN primary healthcare activities
- Queensland Health and other hospitals or health services across three HHS regions
- Nukal Murra Alliance
- Clinical service providers and other health professionals including general practice
- Other health service providers, community sector agencies, contractors and business advisors.

Acceptance

Employee name			
Employee signature		Date	