

South Australia Community Emergency Information and Warnings Program

Role Specification Document

SEICCC Information Officer

Approved by

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Condition Descriptors

Operational Context

The SEICCC information officer supports the SEICCC Manager in liaising with control agency information officers to provide incident specific updates within the SEICCC environment.

Information officers require high level computer skills whilst being responsible for monitoring multiple information sources and relaying information within the time pressured SEICCC environment. Tasks include, but are not limited to;

- Monitoring incoming agency information, feeds or websites and either disseminate or highlight new or changed information to operators and/or NECCSC
- Proactively seek further information from agencies as needed during incidents if information is not readily available through pre-agreed methods.
- Establish and maintain good working relationships with the activating agency point of contact.
- Performing information management processes including disseminating information to operators and storing information for future records.
- Supporting the SEICCC manager in other tasks as necessary if information role is not required.
- Maintaining a personal log for activities during the incident.

This role is a non-ongoing role that will only become active during the times that the SEICCC is required to be activated by emergency services or the state recovery office and the SEICCC Manager has determined it requires filling. This decision will be based on the anticipated incoming call volume, nature of event and be discussed with the activating agency.

Training / Administrative Context

Training is conducted to reflect, as close as possible to the context under which the person is expected to operate. Training and assessment modalities may include;

- Distance learning - Self paced
- Facilitated online and assessment
- Face to face
- Exercises and role plays.

ACSF Mapping

This task analysis and role have been mapped against the Australian Core Skills Framework (ACSF) as follows:

Learning	Reading	Writing	Oral Communication	Numeracy
3	4	3	3	3

Pre-Requisites

- 1) Current and Qualified Supervisor/Manager
- 2) Assessed at ACSF Level 3 or higher in all core skills
- 3) Demonstrated ability to;
 - Navigate multiple websites using a windows based operating environment
 - Save and email web links
 - Download, save and email documents
 - Use a MS windows based PC, including;
 - Using word to produce short and accurate descriptions relating to searched information sources including cut and paste functions with both mouse and keyboard shortcuts
 - Using Outlook to receive, forward and send emails.

Co-Requisites

- a) CRIIMSON Training

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Training Objective 1

Establish, monitor and maintain information flows

Enabling Objectives (EO)

Ref	Performance	Conditions	Standards
EO1	Confirm information flows and agreed communication protocols with SEICCC Manager and activating agency contact officer	Training/Operational	<p>Confirming includes;</p> <ul style="list-style-type: none"> a) Over the phone conversation b) Face to face conversation c) E-mail exchange d) Logging all information received, exchanged or transmitted between SEICCC and activating agency. <p>Communication protocols include;</p> <ul style="list-style-type: none"> a) Identifying and establishing contact with the agency contact officer b) Establishing and confirming contact methods are operating effectively c) Establishing and confirming protocols for the receipt of information from the activating agency d) Establishing and confirming protocols for the transmission of information to the activating agency e) Ensuring that protocols comply with agreed timeframes and expectations f) Basic understanding of the principles and structures of Australasian Inter-service Incident Management System 4 (AIIMS). g) Understating the role of the Public Information and Intelligence Functions within AIIMS 4 <p>Contact methods include;</p> <ul style="list-style-type: none"> a) Phone b) Email c) Face to face d) Fax <p>The above must be completed independently and accurately at all times.</p>
EO2	Identify, access and search definitive sources of emergency information relevant to situation	Training / Operational	<p>Definitive sources of emergency information include;</p> <ul style="list-style-type: none"> a) CFS website – http://www.cfs.sa.gov.au/site/home.jsp b) SES website – http://www.ses.sa.gov.au/site/home.jsp c) MFS website – http://www.mfs.sa.gov.au/site/home.jsp d) SAPOL website – http://www.sapolice.sa.gov.au/sapol/home.jsp

			e) SAPOL news website – http://www.sapolicenews.com.au f) DCSI Recovery website – http://www.dcsi.sa.gov.au/services/disaster-recovery g) Bureau of Meteorology – http://www.bom.gov.au/sa/ h) Alert SA website - http://www.alert.sa.gov.au/ i) CRIIMSON - https://apps.eso.sa.gov.au/CRIIMSON/
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Training Objective 2		Receive, request and distribute Information	
Enabling Objectives (EO)			
Ref	Performance	Conditions	Standards
EO1	Receive or request accurate, valid and authorised information from agency contact officer	Operational	<p>Information includes, but is not limited to;</p> <ul style="list-style-type: none">a) Relevant maps and applicable regional information.b) Emergency Alert map including outlined warning area and predicted cell coverage indicators. <p>Accurate, valid and authorised information is limited to;</p> <ul style="list-style-type: none">a) Information which the activating agency has cleared for public distribution through the SEICCC as provided by the contact officer through agreed communication channels.b) Information which is publicly available on the activating agencies website or social media accounts.c) Information which may be publicly available on another emergency services or hazard leaders website or social media accounts and which is directly relevant to the incident under the control of the activating agency.d) Information which is the most current and up to date available as provided by the activating agency.
EO2	Transmit or respond to request for accurate, valid and authorised information from activating agency contact officer		<p>Information includes, but is not limited to;</p> <ul style="list-style-type: none">a) Call escalationsb) Topic trends of incoming callsc) Information not publicly available that is being sought from numerous callersd) Information that callers have provided which may require action by the control agencye) Call volumes <p>Accurate, valid and authorised information is limited to;</p> <ul style="list-style-type: none">a) Information that has been collated and assessed as accurate and valid by the SEICCC Manager

EO3	Brief the SEICCC Manager and Operators to maintain up to date situational awareness amongst the SEICCC	Training / Operational	<p>Briefing includes;</p> <ul style="list-style-type: none"> a) Using the SMEACS briefing format (AIIMS 4) b) Using verbal and visual delivery methods c) Visual methods includes using overhead projectors, Microsoft PowerPoint, physical or online mapping <p>Situational awareness includes, and is limited to, information related to:</p> <ul style="list-style-type: none"> a) Location of incident (if known) b) Direction of fire travel/ incident if available c) Locations that may be impacted by the incident (if known) or messages being issued d) Road closure information from SAPOL website e) Status of incident if available f) Advice, Watch and Act and Emergency Warning message content g) Water levels & definitions from Bureau of Meteorology website h) Community meeting details i) Relief coordination point details j) Prompter questions to support call takers k) Any other advice that is provided by the control agency to the information officer that has been classed as publicly available
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Training Objective 3		Participate in post activation activities	
Enabling Objectives (EO)			
EO1	Participate in debriefs	Operational	Debriefs may include: b) SEICCC c) Activating agency d) State e) National