

**NATIONAL EMERGENCY
MANAGEMENT ORGANIZATION
STRATEGIC PLAN
2003 – 2008**

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1. INTRODUCTION

The National Emergency Management Organisation (NEMO) in Saint Lucia is responsible for having the Nation in a state of preparedness for an event. Also for responding to the needs of the Nation after and event and coordinating this response at local, regional and international levels. Hazard analysis and experience have confirmed that Saint Lucia is at risk from numerous hazards, both natural and technological:

- a) **Natural:** Fire, Seismic, Volcanic, Tsunami, Flooding, Landslide, Storm, Hurricane
- b) **Manmade:** Dam Collapse, Explosion, Oil/Chemical Spill, Mass Casualty, Nuclear spill, Civil Unrest
- c) **Slow Onset:** Drought, Famine, Plague

2. REVIEW OF ACTIVITIES IN DEPARTMENT DURING 2000 - 2002

2.1 During the period under review, significant changes have taken place in the practice of Disaster Management regionally and internationally.

2.2 Staffing

During the period:

- a) 2000 -- the post of National Disaster Coordinator and Deputy National Disaster Coordinator was re-designated Director and Deputy Director of the National Emergency Management Office.
- b) 2000 – the Director retired and the Deputy Director became Acting Director.
- c) 2000 – the post of Deputy Director remained vacant.

2.3 Accommodation

- (1) NEMO is housed at the premises of the Saint Lucia Red Cross.

2.4 Contingency Disaster Plan Development

The present National Disaster Plan was adopted by the Cabinet of Ministers by decision 1149/96. A review of the National Disaster Plan is now being prepared under the Emergency Recovery and Disaster Management Project. Significant changes in the regional and international Disaster Management environment, as well as the lessons learnt from the countries impacted, have forced a review of the structure and content of the plan.

2.5 Public Awareness and Education

The Public Awareness Programme was expanded significantly during the period, imposing significant difficulties on the Technical Staff to undertake the number of lecture discussions and training programmes which were planned and requested. The absence of a Public Relations Specialist on staff continues to hamper the development and execution of a more comprehensive programme.

2.6 Emergency/Disaster Response

For the period under review Saint Lucia has experienced a number of events lending validation to the analysis that the island is not only vulnerable to storms. NEMO has proposed on numerous occasions that the budget reflect this analysis and monies be listed under a National Emergency Management Fund which will allow the monies to be used as a Catastrophe Fund in the aftermath of any major event.

2.7 Training

During the period, a wide range of training workshops were conducted. See Appendix 1 for a listing. These and other areas of training need to be repeated and intensified in the future.

2.8 Community Preparedness

The Local Disaster Committee (LDC) operations has suffered from a lack of interest on the part of the general public. The current status of the LDCs shows that out of a total of twenty, fourteen have been established, three can be considered active (Dennery South, Micoud South and Vieux Fort South). All have identified Chairmen, but have been unable to attract enough persons (including public servants) to conduct meetings.

3. MAJOR CHALLENGES ENVISAGED IN PLAN PERIOD

- 3.1 On the assumption that the staffing requirements are met; there are several major challenges which are envisioned that Disaster Management fraternity will face in the plan period. These include:
 - 3.1.1 Changing the focus of Disaster Management from response to prevention and mitigation and achieving general acceptance of the new role and focus for Disaster Management and the NEMO Secretariat in the development process.
 - 3.1.2 Financing a Comprehensive Disaster Management programme.
 - 3.1.3 Institutionalising Disaster Management practices in a wide cross section of society.
 - 3.1.4 Breaking down the barriers to territorial protection and information sharing and developing the "Team Concept" in all phases of the disaster cycle.

- 3.1.5 The creation of a more hazard resistant, less vulnerable society.
- 3.1.6 Achieving an increase in the complement of trained staff who would have the responsibility for developing, promoting and implementation of the programme.
- 3.1.7 Financing the construction and maintenance of a custom built, fully equipped headquarters for NEMO.
- 3.1.8 The establishment of a national Emergency Supplies Warehouse and network.
- 3.1.9 Achieving the development of detailed written plans at agency and sectoral levels.
- 3.1.10 Promotion of the use and enforcement of Building Code (when adopted), Zoning and Land Use Regulations.
 - i. Motivating individual home owners to recognise and accept their responsibility for planning at the individual family and community levels.
 - ii. Motivating the Government and Teaching sectors to recognise their role and responsibility in the national process and mechanism for Disaster Management.
- 3.1.13 Motivating the commercial sector to recognise their role and responsibility in the national process and mechanism for Disaster Management.
- 3.1.14 Developing and implementing and maintaining a Comprehensive Community Preparedness Programme, involving a broad cross section of persons, groups and the commercial sector.

4. VISION

An appropriately staffed, adequately equipped and accommodated National Disaster Management Office and Organisation with the established institutionalised linkages and financial support to ensure the development of a well informed and prepared society in an environment which is more hazard resistant, less vulnerable and better able to sustain our development.

5. OBJECTIVES

- 5.1 The objectives have been divided into Short, Medium and Long Term. This approach, will facilitate better management of the organisation's projected programmes and activities.

Short Term (2002 - 2005)

- Achieve an increase in the "Technical Staff" complement and in the support Staff complement
- Review and publish the National Emergency Management Plan.
- Design and commence construction, of a fully equipped headquarters for the NEMO
- Develop and implement a comprehensive Public Education and Awareness Programme
- Repeat the Community Disaster Preparedness course.
- Initiate the development and infusion into the schools' curriculum of a syllabus for the teaching of Disaster Management at all levels

Medium Term (2006 - 2009)

- Complete the construction of the NEMO
- Establish a comprehensive and integrated Telecommunications Network System
- Review and enhance a year round multi-focus Public Education and Awareness Programme
- Continue the infusion of Disaster Management into the schools' curriculum
- Review and publish the National Emergency Management Plan.

6. STRATEGIES TO ACHIEVE THE OBJECTIVES

6.1 **Achievement of an increase in technical staff and in support staff complement**

The present staff complement at the NEMO Secretariat is totally inadequate to undertake the administrative, professional, and technical responsibilities of the office and organisation.

Proposals for additional staff as well as for regrading and reclassification have been submitted. (See Appendix 2)

6.2 **Design and commence construction of a fully equipped headquarters for NEMO.**

The present accommodation provided for the NEMO Secretariat represents a compromise on the type of accommodation which is appropriate for a national Disaster Management office.

A custom built facility which provides adequate accommodation for training, radio communications and emergency operations coordination would result in savings for both organisations in areas such as, the costs of conducting training workshops and meetings as well as the cost of building maintenance in the medium and long term.

Under the Emergency Recovery and Disaster Management Project a site has been identified for a National Warehouse. This may be regarded as the first phase.

a. To initiate the development of a curriculum for the teaching of Disaster Management in local schools

It has been recognised worldwide that children are capable of influencing adults and hence have become the target audience for many Public Education and Awareness programmes especially in Disaster Management.

Exposure of children to Disaster Management instruction will in the long term result in a better informed society which understands the hazards and the dangers they can pose to development.

Presently the Sir Arthur Lewis Community College Department for Continuing Education as well as the Ministry of Education Adult Literacy Department are considering proposals from NEMO on the teaching of Disaster Management.

7. ANNUAL PROGRAMMES/PLANS, TARGETS, RESOURCES AND BUDGET

While we cannot prevent hazards from impacting, we can implement prevention, mitigation and preparedness measures to lessen the severity of any impact, thereby considerably reducing loss, suffering and dislocation.

In keeping with the preceding objectives and strategies, the programme focuses on six general elements which are critical for the success of the overall thrust.

- a) Institutional Strengthening
- b) Training
- c) Public Education and Awareness
- d) Emergency Operational Strengthening
- e) Community Preparedness
- f) Hazard Mapping, Vulnerability Analysis and Loss Reduction

8. COSTING OF TRAINING WORKSHOPS

Various elements were considered in determining the Possible costs of the various Workshops. These are:

- Number of days - Average per Workshop three (3)
- Workshop held in North and South
- Number of Workshops per period
- Number of participants per Workshop - Twenty (25)
- Venue cost
- Catering (Lunch, Breaks) - Average cost paid in 1999 used
- Equipment rental
- Stationery
- Local Committee members Travelling

CONCLUSION

Risk takes many shapes and forms; and understanding one does not necessarily mean the understanding of another. As an island in the hurricane belt Saint Lucia and its people have an understanding of the effects of hurricanes brought on by experience of the annual hurricane season. Understanding hurricanes does not translate into the understanding of any other risk. Each risk is different and so to must be the understanding of that risk for the level of that understanding will dictate the level of preparedness and response.

Hence the urgent need for:

- Having a full complement of Staff
- Finding a permanent home for NEMO

Burby et al state: *“... development in states and regions with the greatest risk from natural hazards has increased at unprecedented rates over the past 30 years. Second, local governments have not done an adequate job of steering development away from hazardous area or of seeing to it that approximate hazard mitigation measures area incorporated in new construction and, though retrofitting, in existing buildings and infrastructure.”*

Saint Lucia is a small country with an economy, which is vulnerable to many variables of hazard, economic, and development activities in our society. As such the critical role Disaster Management must acknowledged as a tool in the development process.

Appendix 1

Training Workshops as conducted by the National Emergency Management Office

This list targeted the members of the national and local committees, as well as the technical staff of the private and public sectors.

The list is not in any order of priority.

1. Shelter Management
2. Fire Preparedness
3. Search and Rescue in a collapsed building
4. Search and Rescue in a smoke filled situation
5. The Art of Fundraising
6. Designing a Simulation Exercise
7. Business aspects of disaster planning and recovery.
8. Disaster Planning for an aging society.
9. Managing People (and political persons) in a crisis situation (A practical Guide)
10. Disaster Management (general)
11. Disaster Management (heritage perspective for both agencies and disaster managers)
12. EOC Management.
13. Community Based Disaster Preparedness
14. Damage Assessment (general)
15. Damage Assessment (for Buildings/Areas of Cultural value)
16. Warehouse Management.
17. Relief Distribution.
18. Supply Management Computer System (SUMA)
19. Relief Supply Tracking Computer System (RSTS)
20. Stress Management in Disasters (SMID)
21. Personal Stress Management
22. Mass Causality and Incident Command
23. Incident Command System
24. Search and rescue at sea
25. First responders to Oil Spills
26. Telecommunications.
27. Training of Instructors (TFI)

Appendix 2

RECOMMENDATIONS FOR ENHANCING THE HUMAN RESOURCE CAPACITY OF THE NATIONAL EMERGENCY MANAGEMENT OFFICE (NEMO), SAINT LUCIA

*Prepared by Jeremy Collymore
Coordinator, CDERA*

1.0 INTRODUCTION

The Government of Saint Lucia (GOSL) has expressed a desire to augment the staff of NEMO to reflect the priority it is placing on Disaster Preparedness, Mitigation, Recovery and Reconstruction.

Tropical Storm Debby (1994) and landslide events since then have forcibly demonstrated the vulnerability of development interventions being pursued within the framework of national progress.

The Government of Saint Lucia has recognized the potential social and economic dislocation that may occur as a result of a hazard impact as evidenced in Montserrat (1995), Antigua, St. Kitts and Antigua (1995, 1998, 1999). As a proactive measure the GOSL has secured an investment loan of US\$10,000,000 from the World Bank and Caribbean Development Bank to improve its physical, economic and institutional resilience to hazard impacts.

Additionally, the GOSL, has passed in July 2000, a Disaster Preparedness and Response Act, detailing the legal and institutional framework for disaster management in the island.

The human resource needs assessment is a logical complement to the above policy initiatives. It seeks to indicate the need for linking the responsibilities of NEMO with its capacity to carry them out.

2.0 CURRENT SITUATION

NEMO secretariat currently has provisions for a staff of three persons; A Director, Deputy Director and Grade 6 Secretary.

The Director's position is currently Grade 18 and the Deputy is Grade 15.

The Terms of Reference (TOR) for the Director were not immediately available. Those for the Deputy Director are attached.

The Disaster Preparedness and Response Act does provide TOR for the Director, which may be considered in reviewing these.

3.0 ACTIVITIES OF NEMO

At present NEMO undertakes a diversity of activities including events and operations management, community disaster preparedness, damage assessment training, public information and education, inter-agency and sectoral coordination, policy formulation, plan development and testing and resource mobilization.

The Disaster Preparedness and Response Act has created a greater demand on the policy formulation and programme coordination capacity of NEMO. The result is the need for reconsideration of the numbers and levels of staff assigned to NEMO.

4.0 STAFFING COMPLEMENT AND LEVELS

The present staff of NEMO is inadequate to undertake the level and intensity of activity as anticipated in the Act and emerging government policy. A minimum staff complement of five (5) persons is proposed.

- *Director*

This position should be maintained. Provisional TOR are attached which are generally in keeping with the responsibilities outlined at Part II of the Act.

These should be further reviewed to incorporate specific obligations as articulated in Part III 6 (v), 7 (1), 8 (1) and those in Part IV.

It is recommended that given the level of responsibilities assigned to the Director, the required level of interaction, within and outside the public service, that the position be at a minimum level of Deputy Permanent Secretary.

- *Deputy Director*

The TOR of this position can be maintained. It is recommended that the primary responsibility of the Deputy will be to oversee the operational systems and procedures for day-to-day administration and emergency operations.

It is important that the person appointed to this position should be at a stage where they can assume the position of Director, with minimum dislocation. Current knowledge and competence is critical. Where absent a time frame should be established for attaining an agreed level.

It is recommended that the level of appointment be a Grade 18.

4.3 *Public Education And Training Officer*

This is a recommended additional position. The TOR is attached. The functions of this position are central to the change towards a culture of safety and disaster reduction in which government is investing.

The level of appointment recommended is Grade 15.

4.4 *Administrative Secretary*

It is recommended that the level of secretarial support to NEMO be enhanced to reflect the level of Administrative Support that is required. The TOR attached seek to address these.

Recommended Level of appointment is Grade 9.

4.5 *Clerk*

This is a recommended additional post. The person will provide critical support in document packaging, fax preparation, and general functions of an office assistant.

If local conditions allow, a hybrid position of driver/clerk may be created to maximize the potential impact of this position.

5.0 SCHEDULE FOR ACTION

The Government of Saint Lucia, if in agreement with the recommendations for staff enhancement would need to consider the issue of timing of the appointment very closely.

Shortly, the World Bank's financed Institutional Capacity Building Component will provide Technical Assistance in some of the key functions of these new positions. Appointments to coincide with such assistance would create the foundation for critical orientation of local counterparts.

Consideration should be seriously given to making any appointments by no later than January 1, 2001.

6.0 COST IMPLICATIONS

The following are guestimates of the proposed recommendations.

	EC\$
1. Director	65,000
2. Deputy Director	52,000
3. Training Officer	45,100
4. Secretary	24,000
5. Clerk	15,000
Allowances	13,500

	EC\$214,600

The salaries represent approximately EC70,000,000 per year above current obligations. This is a small cost relative to the benefits that can be derived from better national preparedness, effective and timely recovery.

7.0 OTHER IMPLICATIONS

The adequacy of the existing office space will need to be considered. This is necessary even with current staff and arrangements for the office to become the National Emergency Operations Centre (NEOC) in times of emergencies.

Special attention would need to be paid to space for the housing of public education materials critical to the public education and awareness emphasis of the new dispensation.

8.0 NECESSARY ACTIONS

Now that the Disaster Preparedness and Response Act has been passed there is the urgent need for the appointment of a Director, whose primary task will be the operationalization of the Act.

A reassessment of the current Work Programme will also be necessary to reflect new priorities emerging from the legislation and/or the World Bank financed interventions.

Stakeholder familiarization of the Act and their obligations therein must be a central part of the public awareness and education initiatives.

Post Title: Director

FUNCTIONAL RELATIONSHIPS:

Reports to the Minister with responsibility for disaster management and collaborate with Chairpersons of National Sub-Committees and District Sub-Committees.

SUMMARY

The Director shall have overall responsibilities for the planning, organizing, coordinating and implementation of the Saint Lucia Disaster Management Program within the framework established by the Executive Committee of NEMO.

Duties and Responsibilities

(Taken from – The Disaster Preparedness and Response Act No. 13 of 2000)

- (1) The Director shall subject to section 5 be responsible to the Prime Minister for coordinating the general policy of the Government of Saint Lucia relating to the mitigation of, preparedness for, response to and recovery from emergencies and disasters in Saint Lucia.

- (2) The Director shall for the purposes of subsection (1) and in addition to discharging other functions conferred on the Directory by this Act or any other law ---
 - review and appraise the various programmes and activities of the Government in the light of the policy of this Act for the purpose of determining the extent to which such programmes and activities are contributing to the achievement of such policy, and to make recommendations to the Prime Minister with respect thereto;
 - develop and recommend to the Prime Minister national policies to foster and promote the mitigation of, preparedness for, response to and recovery from emergencies and disasters in Saint Lucia;
 - gather timely and authoritative information concerning the conditions and trends in the quality of the environment, both current and prospective, as these relate to the likelihood of disasters in Saint Lucia.
 - Analyze and interpret the information gathered under paragraph (c) for the purpose of determining whether such conditions and trends are interfering, or are likely to interfere, with the achievement of the policy of this Act;

- Conduct investigations, studies, surveys, research and analyses relating to ecological systems and environmental quality and document and define changes in the natural environment as these relate to the likelihood of disasters in Saint Lucia;
- Prepare and review disaster risk assessment maps of Saint Lucia;
- Conduct programmes of public information and education on the mitigation of, preparedness for, response to and recovery from emergencies and disasters;
- Liaise with persons and organizations within and outside Saint Lucia for the purpose of exchanging information and facilitating the harmonization of the policies of such persons and organizations with those of the Government of Saint Lucia relating to the prevention and mitigation of, preparedness for, response to and recovery from emergencies and disasters in Saint Lucia;
- Provide technical advice on draft regulations, whether under this Act or any other legislation, relating to the mitigation of, preparedness for, response to and recovery from emergencies and disasters in Saint Lucia.

OUTPUTS

- Integrated Comprehensive National Disaster Plan
- Coordinated Public Information Programme
- Comprehensive Standard Operations Procedures for the National Emergency Operations Center
- Periodic simulations designed to exercise the National and Sectoral Disaster Plans
- Training Programmes for disaster managers and preparedness personnel
- A medium for regular contact and information exchange with key response agencies
- Annual Work Programme for the National Disaster Office
- Annual Programme Review Meeting

QUALIFICATIONS AND EXPERIENCE

Should possess five (5) years working experience in a managerial position in a Disaster Management/Response Organization, ten (10) years in a Senior Public Service position or should have a proven track record of service in a similar capacity or a University Degree in Disaster Management or a related discipline with 2 years working experience

SKILLS AND KNOWLEDGE

- Possession of sound communication and public relations skills
- Working knowledge of policy analysis and implementation
- Demonstrated use of initiative

OTHER ASSETS

A good grasp of the regional disaster management issues

CONDITIONS OF SERVICE

Should include:

- Travel Allowance or Vehicle
- Payment of Telephone
- Cellular Phone and/or Beeper

LEVEL OF APPOINTMENT

New Pay Scale – Grade 19

Post Title: Deputy Director

(As recommended by CDERA to Member States)

Summary

In consultation with the Director, the incumbent is responsible for ensuring that the administrative efficiency and operational readiness of the Agency. The incumbent is also responsible for ensuring that the administrative guidelines and the management of funds and other resources allocated to or coordinated by the Office are adhered to.

Functional Relationships

Works under the direction of and reports to the Director and collaborates with other staff members of the Agency.

Duties and Responsibilities

- Prepare Mutual Aid Agreements between the Agency and other organizations.
- Assist the Director in the development, promulgation and application of criteria for staff recruitment and evaluation.
- In consultation with the Director, develop appropriate systems, procedures and records for the management of the NEMO's resources
- Establishes working relationships and liaison with all sub-committees and other resource groups.
- Arranges simulations from time to time.
- Arranges and services sub-committees meetings and is responsible for the reports there from.
- Be acquainted with the various computer programs e.g. Emergency Information System (EIS), Relief Supply Tracking System (RSTS) etc.
- Assists the Director in the development of Simulation Exercises and their evaluation.
- Under the direction of the Director, develop appropriate systems, procedures and records for the management of the office.
- Under the direction of the Director, develop appropriate systems, procedures and records for the management of a disaster.
- Have thorough knowledge of the responsibilities of other agencies and organizations with regional disaster preparedness response agendas.

- Identify, examine and inventory vital equipment, machines and supplies that will be required for disaster coordination activities, to ensure that they will function adequately and meet disaster or emergency needs.
- Ensures that NEMO's assets are adequately insured and equipment and motor vehicle are serviced as per approved schedules;
- Maintains an Administrative Procedures Manual for NEMO
- Submits to the Director, a monthly report on activities undertaken, challenges to be addressed with recommendations for action
- Ensures that requisitions for items and equipment are for authorized items only and that funds are available.
- In consultation with the Director, develop Project Proposals.
- Liaises with sub-committees regarding their work commitments to individual projects.
- Ensures that documents pertaining to projects are properly maintained.
- Deputizes for the Director in his/her absence.
- Assist with the preparation of the annual budget of the Office with the preparation of budgets for projects as may be required from time to time.
- Maintain appropriate inventories for all furniture, equipment, materials and supplies of the office.
- In consultation with the Director, prepare the final accounts of the various projects on the completion thereof.
- Procure within budgetary allocation, the appropriate goods and services necessary for efficient administration and effective execution of the Office's work program.
- Ensure that the various Logs of the Office are kept up-to-date and recommend revisions as needed.
- Maintain up-to-date records of staff members leave.
- Ensures that proper records of all financial transactions are maintained and supervises the reconciliation of all accounts and prepares such financial statements as may be required by the Agency and by donors from time to time;
- Procures within budgetary allocation, the approved goods and services necessary for efficient administration and effective execution of NEMO's work programme.

- Responsible for the periodic update, refinement and execution of the National Disaster Management Plan
- Identifies, inventorize and ensure the operational readiness of vital equipment, machines and supplies required for disaster coordination activities.
- Responsible for coordination of emergency operations at NEMO
- Leads in Programme areas as designated.
- ***Any other duties as may be assigned by the Permanent Secretary or Director from time to time.***

CONDITIONS

- Office accommodation provided.
- Institutional support provided through documented rules and regulations, general policy guidelines and through access to available relevant information, resources and facilities.
- Position requires periods of local travel. Travel to CDERA member states as well as other destinations.
- Subject to general service conditions applicable to established staff members of NEMO applicable to established staff members of the Government Service.
- Required to maintain current knowledge of the responsibilities of other agencies and organizations with regional disaster management agendas.
- Required to be available on a twenty-four (24) hour basis.

EVALUATION CRITERIA

Work performance will be evaluated on the basis of the following:

- Demonstrated administrative and human management skills.
- Timely completion of assignments and reports, and the ability to meet deadlines.
- Technical accuracy and general quality of assignment.
- Knowledge and understanding of and the effective application of NEMO's policies and objectives.
- Project and administrative problems handled and the overall effectiveness of measures implemented to resolve them.

SKILLS, KNOWLEDGE AND ABILITIES:

- A working knowledge of and the ability to interpret and apply the agency's policies and procedures.
- A good working knowledge of disaster and project management issues.
- A capacity for independent thought and action and the ability to tender professional advice.
- Ability to communicate effectively with persons at all levels.

LEVEL OF APPOINTMENT

New Pay Scale – Grade 16

Post Title: Public Education/Training Officer

(As recommended by CDERA to Member States)

FUNCTIONAL RELATIONSHIP

Reports to the Director

SUMMARY

The Public Education and Training Officer will be responsible for organizing training and public education programmes to ensure those with responsibilities under the National Disaster Plan, and the public in general are familiar with the policies and procedures of the Government of Saint Lucia as they relate to disaster management. In addition, he/she will develop special programmes targeted at community level interventions.

DUTIES AND RESPONSIBILITIES

- Establishes working relationships and liaison with all sub-committees and other resource groups.
- Be acquainted with the various computer programs e.g. Emergency Information System (EIS), Relief Supply Tracking System (RSTS) etc.
- Assists the Director in the development of Simulation Exercises and their evaluation.
- Familiarize him/her self with the plans, policies and systems on disaster management in Saint Lucia
- Undertake regular assessments of the training needs necessary to execute the policies, procedures and systems and organize training programmes to meet these
- Collaborate with appropriate national, regional and international agencies in the design and delivery of training programmes for Saint Lucia
- Design and implement, with appropriate partners, ongoing multi-hazard public information and awareness programmes
- Develop and implement, in collaboration with NGOs, multi-lateral and bi-lateral agencies, a community disaster preparedness programme
- Develop within NEMO, a facility to serve as a repository for plans, policies, guidelines and other material that may be used to support training and public education activities.
- Coordinate and prepare press releases and information updates as directed by the Director or

Chairman of NEMO

- Prepare an annual Work Programme outlining activities proposed for the year and a report of progress achieved in the previous year.
- Be required to work overtime with little or no notice
- ***Any other duties as may be assigned by the Permanent Secretary or Director from time to time.***

CONDITIONS

- Office accommodation provided.
- Institutional support provided through documented rules and regulations, general policy guidelines and through access to available relevant information, resources and facilities.
- Position requires periods of local travel. Travel to CDERA member states as well as other destinations.
- Subject to general service conditions applicable to established staff members of NEMO applicable to established staff members of the Government Service.
- Required to maintain current knowledge of the responsibilities of other agencies and organizations with regional disaster management agendas.
 - Required to be available on a twenty-four (24) hour basis.

QUALIFICATIONS AND EXPERIENCE

Associate Degree in Mass Communications, Business or organizations Communications with at least two (2) years work experience or ten (10) years experience in planning, organizing and implementing public education programmes

LEVEL OF APPOINTMENT

New Pay Scale – Grade 13

Post Title: Administrative Secretary

(As recommended by CDERA to Member States)

FUNCTIONAL RELATIONSHIP

Works under the direction of and reports to the Director and collaborates with other members of the Agency

DUTIES AND RESPONSIBILITIES

- Types and proof reads general and confidential correspondence, reports, minutes of meetings and other official documents and ensure accuracy, neatness and appropriateness of presentation of all work
- Takes dictation, including notes or minutes of conferences, meetings, seminars and symposia, reproduce accurate text thereof, and arrange for circulation as required
- Receives, screens and directs incoming telephone calls to staff members
- Records telephone messages in absence of the Director and other staff members ensuring that the persons to whom the messages are directed receive them
- Ensures that the telephone log is updated
- Attends to visitors and handles routine office enquiries
- Arranges appointments and interviews, schedule meetings, overseas travel for an on behalf of the Director and other staff
- Receives incoming correspondence and directs them to the Director
- Dispatches correspondence, parcels and other official messages and maintain proper records of all incoming and outgoing correspondence
- Drafts replies to routine correspondence and acknowledges letters and invitations received by the Director as required
- Maintains an efficient system of files for general correspondence, reports, projects and programmes in collaboration with other secretarial staff
- Conducts file searches, identifies background correspondence and retrieves information related to matters being dealt with by the Director and other staff members
- Assists in the preparation of Check Vouchers, writing of checks and preparation of travel claims

- Maintains and circulates to all professional staff members of a float file of all outgoing general correspondence
- Undertakes such travel as may be required from time to time in connection with duties assigned by the Director
- Ensures that adequate stationery is available for work in progress
- Prepares and maintains the Agency's Critical Contact List.
- Takes and prepares minutes of Staff Meetings
- Ensures that all staff receive communication directed to them in a timely manner
- Perform such other job-related duties as may be assigned from time to time by the Director or other duly authorized staff member in his/her absence.
- ***Any other duties as may be assigned by the Permanent Secretary or Director from time to time.***

CONDITIONS

- General administrative office accommodation provided
- Expected to take proper care of office equipment in use - computer, photocopier, typewriter and fax machine.
- Institutional support provided through civil service rules and regulations, general policy guidelines and through access to available relevant information resources and facilities
- Subject to general service conditions applicable to established staff of NEMO
- Required to work overtime with little or no notice

STANDARDS

Work performance will be evaluated on the basis of the following:

- Error margin and the quality of typed correspondence and documentation
- Time taken to complete assignments and ability to meet set deadlines
- Accuracy of information reported from files and ease with which data is retrieved from filing system
- Responsiveness in handling telephone calls, inquiries, visitors and urgent assignments

- Demonstrated secretarial ability, commitment and exercise of initiative

SKILLS, KNOWLEDGE AND ABILITIES

- Required to be proficient in the use of general office equipment i.e. computer, fax, typewriter, photocopier, etc
- Should possess advanced stenographic skills
- Knowledge and understanding of basic components and ability to operate in office PBX system
- Should acquire and maintain a working knowledge of various word processing software applications

QUALIFICATIONS AND EXPERIENCE

- Passes in at least five (5) CXC or GCE O'levels subjects including English Language
- A diploma or certificate in secretarial from a recognized institution
- Typing of 60 words per minute
- Minimum of five (5) years professional experience in secretarial field
- Specialized computer training

New Pay Scale – Grade 10

Post Title: Clerk/Driver

(As recommended by CDERA to Member States)

FUNCTIONAL RELATIONSHIP

Works under direction of and reports to the Deputy Director

Collaborates with other staff members of the Agency

DUTIES AND RESPONSIBILITIES

- Types and proof-read general correspondence, reports, minutes of meetings and other official documents, and ensure accuracy, neatness and appropriate presentation of all work
- Assists in providing general secretarial support services - i.e. dispatching of fax, receiving telephone calls, making photocopies, maintaining proper records of incoming and outgoing correspondence and attends to visitors
- Provides administrative support services during meetings, conferences, seminars and workshops hosted by the Agency
- Collaborates with other relevant officers in the preparation and distribution of such reports as may be required
- Prepares cheque payment vouchers and maintain suitable files with supporting documents in respect of all cheque payment vouchers issued
- Prepares petty cash vouchers and the reimbursement for petty cash and travel
- Issues receipts and prepares deposit slips in respect of all cash and cheques received
- Prepares Material/Service Requisitions and Purchase Orders
- Maintains an effective accounting filing system
- Key punch accounting documents for the General Ledger
- Update of inventory record on the acquisition of assets
- Delivers and collects documents.
- ***Perform such other job-related duties as may be assigned from time to time.***

CONDITIONS

- General administrative office accommodation provided
- Expected to take proper care of office equipment in use - computer, photocopier, typewriter and fax machine.
- Institutional support provided through civil service rules and regulations, general policy guidelines and through access to available relevant information resources and facilities
- Subject to general service conditions applicable to established staff of NEMO
- Required to work overtime with little or no notice

STANDARDS

Work performance will be evaluated on the basis of the following:

- Error margin and the quality of typed correspondence and documentation
- Time taken to complete assignments and ability to meet set deadlines
- Demonstrated clerical and stenographic ability, commitment and the exercise of initiative
- Responsiveness in handling telephone calls, inquiries, visitors and urgent assignments
- How the filing system is maintained

SKILLS, KNOWLEDGE AND ABILITIES

- Required to be proficient in the use of general office equipment - i.e. computer, fax, typewriter, photocopier and calculator
- Should possess advanced stenographic skills

LEVEL OF APPOINTMENT

New Pay Scale – Grade 5