

POSITION DESCRIPTION SUMMARY

PD Tracking 12156
Series, Title and Grade 0301 Emergency Management Specialist GS-12
Department Veterans Affairs

Introduction Statement

Incumbent is an Operations Specialist (OS) for the Department of Veterans Affairs (VA), Office of Emergency Management (OEM), reporting to the Director, Department of Veterans Affairs Integrated Operations Center (VA IOC). The VA IOC provides direct support to the Secretary, Department of Veterans Affairs (SECVA); Assistant Secretary (AS) for Operations, Security, and Preparedness (OSP); Office of Emergency Management (OEM); and additional support to other VA staff officers, offices, or components as directed. The position primarily supports the organization's National Emergency Management Programs. Coordinates and develops emergency response plans for the Department of Veterans Affairs. Ensures response and operations plans meet the requirements of the Federal Response Framework and provide for positive action in the event of an emergency situation (national and natural), continuity of operations and emergency deployment of Department of Veterans Affairs resources. Coordinate actions with other Federal, state and local emergency management agencies. Develops and implements procedures to ensure operational readiness. The incumbent is a watch officer, participating as part of a team collaboratively working rotating shifts that provides 24 hour, 7 day a week, 365 days a year coverage; day-to-day administrative; and logistical oversight of the VA IOC.

Major Duties

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| Performs other duties as assigned. | 8% |
| Ensures that intelligence, incident reports and communiqués are logged and forwarded to appropriate parties in accordance with established VA IOC standard operating procedures. | 8% |
| Coordinates with other VA IOC staff to determine the overall operational readiness of the Department and prepare feedback to the Assistant Secretary for Operations, Security and Preparedness for use in briefing VA Senior leadership. | 8% |
| Assists in coordinating, developing, maintaining, and monitoring VA actions in support of: COOP/COG, Crisis Response Team (CRT), Emergency Relocation Group (ERG) activations; and inter/intra agency exercises. Evaluates the performance, identifies potential problems or deficiencies, and makes recommendations for resolution or improvement. Prepares or submits required post-exercise reports. | 8% |
| Monitors: domestic and world situation; status of the VA IOC and Continuity of Operations (COOP)/Continuity of Government (COG) sites; and all VA components and subcomponents to assess VA's national, regional, and/or local operational and preparedness/readiness capability. | 8% |
| Gather and fuse data and information obtained through numerous sources in order to assess the impact to VA operations and facilities and develop recommendations for senior leadership. | |
| Analyzes information/data, prepares reports, presents findings, and provides recommendations. | 8% |
| Maintains and updates, as necessary, all call-down and recall rosters as well as other organization/alert directories. During emergencies, coordinates and prepares situation reports to Senior Leadership by various methods and develops briefing material related to the operation. | 8% |

Maintains oversight of supported positions on the manning document for contingency operations, coordinating fill requirements and maintaining constant awareness of recruiting efforts and deployment schedules to ensure assigned fill levels are achieved. Coordinates with other offices to ensure deploying personnel have the required skills, proper funding is available, and logistical arrangements are made. Keeps abreast of and advises management staff of changes affecting deployment related matters. Provides input to management regarding staffing requirements, workforce resources, program objectives and problems related to deployments.

Maintains, manages, and takes appropriate actions on all incoming and outgoing communication (voice, written, and data) with: VA IOC personnel (peer-to-peer), VA leadership, staff offices, or components as directed; and federal, state, local, and tribal authorities. Gathers and analyzes data/information obtained from numerous sources in order to assess and communicate (in accordance with current procedures) relevant information to VA leadership about actual or potential impact to VA's operational readiness (facilities, services, etc., etc.).

Assists in developing and publishing VA IOC Standard Operating Procedures (SOPs), plans, detailed instructions, meeting(s) documentation, after-action reports, lessons learned critiques, and operational summaries.

Responsible for operation and trouble-shooting VA IOC communication systems, both wired and wireless, via secure and non-secure modes, to ensure uninterrupted communications.

The incumbent is responsible for operating of a variety communications systems to ensure uninterrupted communications. Coordinates with the Veterans Affairs Nationwide Teleconferencing System (VANTS) to provide for video-conferencing in support of the VA IOC and COOP sites. Monitors the Washington Area Warning System (WAWAS), Updates applicable, call-down and recall alert rosters and data base communications systems. Operates and troubleshoots all VA IOC audio-visual equipment and teleconferencing systems.

The incumbent is responsible for the operational readiness of the VA IOC. Develops and implements procedures to ensure smooth operation of the IOC, including secure communications, i.e., responsibility for use and oversight of communications equipment and regular testing of equipment. Coordinates daily activities within the VA IOC. Ensures classified documents are reproduced, distributed, and securely stored and maintained.

Develops new and/or reviews and updates existing emergency preparedness and response plans and documents, in accordance with the Federal Response Framework, for emergencies/disasters which may occur. Develops analysis of natural disasters and national emergencies with special emphasis on response and recovery mission areas and continuity of operations at the local, regional, state, and national levels. Coordinates operational plans with VHA, NCA and VBA as well as with other federal agencies, state and local government and support entities.

Factor Levels

Factor 1 Knowledge Required by the Position**Factor Level 1-7 1250 pts.**

Under limited or no direct supervision, the incumbent serves as a Watch/Duty Officer performing analytical, evaluative, and operational activities in support of VA IOC requirements ranging from crisis response operations to routine daily tasks and exercises, all of which frequently involve VA coordination with other federal (to include DOD), state, local, tribal, and non-governmental entities under the National Response Framework (NRF) and Emergency Support Functions (ESFs).

The incumbent possesses comprehensive knowledge of substantive Department of Veterans Affairs (VA) and Office of Emergency (OEM), programs sufficient to provide complex support services to the VA IOC Site Director, staff of the VA IOC sites, and to the staff or the VA Emergency Response Group (ERG) in preparation for and during COOP/COG activations and exercises. The incumbent has knowledge of the VA Comprehensive Emergency Management Program and other related agency emergency management and operations regulations, policies, and procedures sufficient to provide analysis and interpretation of guidance and advises VA IOC management and staff on appropriate procedures and processes.

Incumbent has knowledge of VA IOC programs sufficient to analyze and evaluate the effectiveness and efficiency of operations processes and identify and recommend improvements in operating procedures. This entails conducting detailed analyses of complex functions and work processes being studied in order to recommend process improvements in support of the VA IOC. Incumbent ensures compliance with administrative and operational organizational regulations, policies, and procedures. The incumbent obtains, correlates, and organizes information in support of technical presentations ensuring accurate information and referrals of inquiries. Incumbent has comprehensive knowledge of OEM program goals, objectives, priorities, and work processes sufficient to efficiently and effectively assemble information, answer inquiries and compose correspondence. The incumbent has in-depth knowledge of emergency management and operations concepts, principles and practices sufficient to recommend changes and establish practices and procedures to meet new or changing situations.

The ability to demonstrate knowledge of Homeland Security Presidential Directive (HSPD) 5 Management of Domestic Incidents; National Incident Management System (NIMS), National Response Framework (NRF); Incident Command System (ICS), Homeland Security Presidential Directive (HSPD) 8 National Preparedness and Homeland Security Presidential Directive (HSPD) 20 National Continuity Policy.

A working knowledge of computers and computer programs, particularly Microsoft Office Suite applications is required. Designs, develops, and generates recurring and/or ad hoc products utilizing a variety of desktop software packages.

Factor 2 Supervisory Controls**Factor Level 2-4 450 pts.**

The supervisor and employee will develop a mutually acceptable plan of action which provides administrative direction in terms of broadly defining mission or functions. Within these broad areas of direction, the incumbent has the responsibility for personally setting the priority and deadline for most of the work to be accomplished and performs duties independently. The work is reviewed only to ensure overall objectives are met. The employee completes assignments or provides recommendations to the supervisor for review for compatibility with organizational goals, guidelines and effectiveness in achieving intended objective.

Factor 3 Guidelines**Factor Level 3-4 450 pts.**

Procedural guidelines and general policy guidelines, both written and unwritten, are available, but the application of the guidelines often leaves much to the independent interpretation and adaptation of guidelines in relation to specific situations and circumstances. The employee uses judgment in choosing, interpreting or adapting, and applying the available guidelines to specific issues or assignments. Assignments may be covered by a wide variety of policy, regulations, and procedural guidelines which requires the employee to use sound judgment to research and the appropriate policies, regulations, and guidelines and determine the appropriate application to achieve the intended objective. These directives require considerable adaptation and interpretation since the scope of emergencies and appropriate

responses cannot be anticipated. The incumbent evaluates, and selects available reference information and regularly makes significant adaptations of techniques and methods to meet the needs of the assignment.

Factor 4 Complexity

Factor Level 4-4 225 pts.

Assignments are mission essential, individual initiative, flexibility; originality, judgment, and personal integrity are required to address specific issues or resolution of problems in response to unexpected or unanticipated dynamics surrounding an event or incident.

The incumbent will conduct critical analysis to make decisions based on: an understanding of the interrelationships among the organizations, people and issues involved; short deadlines with incomplete or conflicting priorities. The incumbent will coordinate with operations and managerial staff throughout OEM to coordinate and accomplish VA IOC administrative projects and requirements. The incumbent develops controls to monitor and track VA IOC actions.

The incumbent will make continual recommendations to improve processes for organizational and/or mission effectiveness. The incumbent advises VA IOC management and staff on policy and procedures to accomplish operations projects and requirements, collects, correlates information in support of VA IOC projects, and maintains records and reports.

The work requires an ability to adapt to time critical deadlines and changing priorities based on mission assignments and operational conditions. The incumbent will occupy a position classified as "emergency essential" and is therefore, required to report for duty under all circumstances and weather conditions at any of the VA Continuity of Operations (COOP)/Continuity of Government (COG) sites, or other alternate sites as deemed appropriate. As such, and in support of VA IOC routine, emergency, and COOP/COG operations, the OS must be able to travel to alternate work locations. Assignments involve making independent decisions on prioritization and method used to accomplish assigned tasks. The chosen course may involve analysis, interpretation, and cross-checking or multiple data sources and other subject matter to determine the necessary requirements, and ensure accurate and relevant information. Originality is required in refining existing work methods and techniques to effectively accomplish assignments and resolve problems.

Factor 5 Scope and Effect

Factor Level 5-4 225 pts.

The purpose of the work is to analyze, evaluate, develop, and recommend emergency management objectives, programs, concepts, policies and techniques. Work involves establishing and maintaining the necessary level of emergency readiness and response capability through the implementation and modification of national, regional, and local program plans, resources, and related guidelines, policies and procedures. Applies accepted principles, methods, guidelines, regulations, and policies to plans and studies concerning emergency management.

Final products affect the plans, goals, and effectiveness of missions and programs at various echelons or locations within the organization and the employees of the Department of Veterans Affairs and other agencies in disaster and emergency situations.

Factor 6/7 Personal Contacts/Purpose of Contacts

Factor Level 3c 180 pts.

The incumbent's routine contacts are with the VA operating and staff divisions, persons outside the department, which may include consultants, contractors, business executives, as well as high level personnel from other government agencies and outside vendors or media in a moderately unstructured setting. Contacts may also include the Secretary, Deputy Secretary, other members of the senior VA leadership, or program officials several managerial levels removed from the position. Contacts are also with persons outside the agency, these include; high ranking civilians and military representatives of other Federal agencies as well as representatives from State and local governments and those from private industry.

Incumbent provides advice to managers on emergency plans and operations, discusses alternatives, new policy, new regulations, and recommendations affecting efficiency and effectiveness of the emergency management program. The incumbent initiates and maintains contact with the personnel assigned to all functional areas of the VA IOC and COOP locations

to maintain awareness of the status of mission assignments/sub-tasks, internal tasks, Requests for Information (RFIs) and Requests for Action (RFAs).

Maintains contact and fosters a professional working relationship with Department of Health and Human Services (HHS), Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA), Department of Defense (DoD), and Federal, State and local agencies as required. Meetings with persons or groups outside the organization usually involve resolution of problems or concerns on controversial issues. Contacts often involve differences in opinion or goals and objectives.

Factor 8 Physical Demands

Factor Level 8-1 5 pts.

The work is sedentary but will require sitting, walking, and standing, bending, and carrying light items such as books, papers and files. The position may require extended hours to meet critical needs and deadlines, and to devise corrective actions and solutions to unexpected issues or events.

Factor 9 Work Environment

Factor Level 9-1 5 pts.

The work area is adequately lighted, heated, and ventilated. The work environment involves everyday risks or discomforts that require normal safety precautions.

Factor Points 2790

Position Classification Standard Used

Miscellaneous Administration and Program Series, 301, TS-34 January 1979