

<b>Job Description</b>	<b>National Biosecurity Capability Network</b> New Zealand building one team capable of dealing with any biosecurity emergency
<b>Workstream</b>	Team Member
<b>Reports to</b>	Team Manager
<b>Approved by</b>	Andrea Murray - Biosecurity Manager, AsureQuality
<b>Date</b>	January 2012
<b>Version</b>	Version 1

## Biosecurity Response Operations: Team Member

### Purpose of position

As a Team Member, you will participate in an Operations team in a biosecurity response. The aim of operations in a response is to reduce, contain or eliminate biosecurity risks caused by unwanted or risk organisms. These organisms could damage our natural environments, farms, fisheries, crops, orchards and more as well as harm our tourist trade. Biosecurity response operations work includes:

- looking for new cases of the disease or pest (surveillance)
- treating, destroying, and disposing of the disease, pest, or host (organism management)
- preventing the spread of the pest or disease through managing movements of risk goods (movement control), and
- supporting the people working in the response through making sure they have the equipment, food, accommodation and transportation they need (logistics).

In most responses, Field Team members will report to a manager who in turn works to an overall Operations Manager. In small responses, there may only be a single team of people, of whom you would be one, working directly to the Operations manager.

For more information on the activities you might be doing, see Appendix 1, Accountabilities and Activities. For more information on biosecurity responses and the organisations that perform and manage them, see Appendix 2, Background to the job and to Biosecurity Responses.

### Response conditions and culture

Responses can be very hectic, physically demanding, emotionally stressful and altogether, highly challenging. There may be high levels of uncertainty; it may seem that the science or technical

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nature of the response has been lost in more strategic or political outcomes, the people you have to deal with may not like what you are saying or doing and you may have to adapt quickly to the unexpected or operate with less information than you would like.

However, responses can provide a buzz and the reward from knowing you have truly made a difference to our prosperity as a country or to the richness and enjoyment of our natural resources.

## Operations Team Members

We need people in our Operations teams who can cope with responses and who:

### Essential

- have one or more of: a trade, skill set, qualification or experience, that is current and applicable to a biosecurity response
- comfortably apply their skills and expertise to achieve someone else's outcomes
- keep calm under pressure
- look after themselves emotionally including asking for help when necessary
- are keen to deliver
- get on well with others
- work well on their own and as part of a team
- follow instructions and act within the scope of their responsibilities
- make sound independent decisions when they need to, and consult when they need to – and know the difference
- have high personal integrity that includes maintaining confidentiality

### Desirable

- have worked successfully in large scale operations

## Our ideal Operations Team Member is someone who:

### applies technical expertise to a biosecurity response

- follows instructions, processes and requirements while delivering broader outcomes
- adapts to achieve the outcomes appropriately when the processes won't work or don't apply
- shares any technical expertise and information when it's needed and adds to the information of others
- communicates technical information, verbally and in writing, that is understood by non-technical people
- looks for and follows through on opportunities to improve biosecurity response

### makes good calls under uncertainty

- makes calls within agreed scope
- escalates calls when needed

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- uses a balance of fact, analysis, judgement and circumstances as a basis for calls
- makes good calls without all the information
- explains rationale for calls credibly
- evaluates calls and follows up on impacts

#### **manages information to support progress and outcomes**

- keeps up to date with information about operations and the wider response
- translates technical details into their likely impacts on workplan outcomes
- prioritises information relevant to a given situation or group
- seeks and provides feedback to improve own and others' performance
- requests and provides information as needed
- reports and presents the whole story persuasively, warts and all, with a minimum of noise

#### **communicates across boundaries**

- quickly gains the trust and respect of others; puts others at ease
- delivers sensitive information so that intended outcomes are achieved and mutual professionalism and dignity are maintained
- uses a range of approaches effectively across a range of situations
- makes communication easy for all
- listens, clarifies and suspends judgement

#### **remains composed in difficult situations**

- works accurately and productively for long periods of time
- can potentially withstand difficult physical conditions- e.g. exposure to the elements, working in rural environments
- remains intact in emotional and stressful situations
- sustains themselves and others (isn't needy)
- asks for and offers help when it's needed
- enjoys working hard and meeting tight deadlines

### **Qualifications (relevant to the position)**

Qualifications will be those recognised by the industry or profession that enable you to operate legally and professionally; they will be New Zealand Qualifications Authority or industry recognised standards or equivalent, including experience.

### **Must be able to:**

- travel and stay away from home for up to 7 days at a time, in different locations
- work after hours and during weekends

### **May be required to (depending on the response):**

- have clean New Zealand driving licence
- use a computer, including Microsoft Office products

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## Key relationships

- fellow Operations team members
- Team Manager and Operations management
- people from industries involved in the response and their representatives
- people affected by the response
- others as required

## Appendix 1. Accountabilities and activities

### Accountabilities

Based on the Agreement for response services which MAF has with AQ, you'll need to:

- do your work as instructed by your Team Manager. (Operations work is based on guidelines in the [MAF Response System](#)).
- provide your information in a form that's ready to be used by others
- prepare a plan of how you will carry out your tasks, including costing these if necessary, and agree on this plan and costs with your Team Manager if needed
- make you have any legal permissions or authorisations you need, including consents, permits and licences
- ensure other legal requirements are met and rules followed, such as confidentiality, media relations, Health and Safety, Official Information Act, Biosecurity Act and others
- carry out your work plan, keep to deadlines, agree on adjustments if necessary and report on your progress as agreed with your Team Manager
- complete your work and close it down as asked by your Team Manager
- take part in the lessons learned debriefs as required

### Activities

Depending on your skills and expertise, the kinds of activities you may be doing are:

#### Surveillance

- Site visits to collect samples from potentially infected animals or plants.
- Tracing movements of affected stock, vehicles, equipment or products
- Generating Geographic Information Systems (GIS) maps
- Analysing data or data entry; determining the existence or extent of the organism
- Receiving reports from the public about a suspect disease or risk organism (call centre operations)

#### Organism management

- Destroying infected animals using humane and ethical methods
- Removing potentially affected materials

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- Disposing of infected material
- Treatment -vaccinating animals or spraying plants
- Disinfecting contaminated areas, buildings, equipment or vehicles
- Securing restricted/infected sites

### **Movement Control**

- Using computer applications to determine perimeter zones - areas within which animals, plants or products may not be moved
- Notifying owners / occupiers of requirements and expectations
- Manning road blocks
- Receiving permit requests- receiving formal requests to stop or allow the movement of animals or products and entering information in the field data management system
- Processing and issuing permits
- Auditing permits checking that permits have been issued and are being applied properly and checking that parties have a permit to move (Roadblock team)
- Disinfecting vehicles
- Data entry and document management for statutory documents (permits, Restricted Place Notices and others)

### **Logistics**

- Procurement- organising equipment needed to facilitate other work (e.g. from office supplies through to heavy equipment), potentially in large numbers
- Recruitment - ensuring people and equipment are/is available at the site in the required timeframe.
- Managing rosters - ensuring enough people are available to do the tasks required, including during shifts
- Data entry for finance, travel, payroll (HR), transport, SH&E
- File and archive management

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## Appendix 2. Background to the job and to biosecurity responses

### Who are we-ASUREQuality (AQ)?

ASUREQuality provides world class food safety and biosecurity services to the food and primary production sectors worldwide. Our customers are primarily businesses involved in the primary sector including producers, processors, manufacturers, regulators and exporters. AQ has 1700 staff at 140 locations throughout Australasia, and recently opened a laboratory in Singapore.

#### Food safety

Our staff make sure the food our customers produce is safe and that we, as New Zealanders, and overseas consumers of our exported food know that the food has been properly processed according to international standards.

#### Animal Health Diagnostics Expertise

We manufacture, distribute, and provide expert support for a range of animal health diagnostics products, used in the testing and diagnosis of diseases in animals. This is supported by our expertise in the design and conduct of animal health programmes.

#### Protecting New Zealand from Pests & Diseases

We provide a range of services to assist the Ministry of Agriculture and Forestry (MAF) protect against the effects of pests and diseases on our economy, environment, human health, or socio-economic values. We are committed to:

- Protecting New Zealand (NZ) from unwanted organisms
- Making best use of all of the skills available to protect NZ
- Looking after New Zealand as a whole, and our greater good as a country
- Making a difference and doing something that is good for NZ

### Who is our biosecurity response client (Ministry of Agriculture and Forestry [MAF])?

MAF is focused on helping to improve those industries that rely on our natural resources such as farming, forestry, growing crops such as fruit and vegetables, wine, fisheries, bees, tourism and more. MAF also provides services to make sure the food we bring in to the country is safe and that our food is safe wherever it is eaten.

Part of MAF's work is to deal with pests or diseases that could damage the industries as discussed above. MAF has a contract with us, AQ, to provide resources, including people, to help when there is a biosecurity response.

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## Where do you fit in- what is a biosecurity response?

Responses can be major and national, such as we would see for Foot and Mouth disease, which may be significant enough to temporarily close down trade with some countries and stop the movement of stock or produce. In such a case, a huge number of people with a wide range of skills could be required to work around the country on activities from manning road blocks, through to providing advice on trade or animal welfare.

Or, responses can be more moderate, in the sense of more localised, but no less serious. Even in these smaller responses, we still need different people with a range of skills, including specialist knowledge, to be members of our response teams and to ensure the response is effective.

In a response, there are people who manage it, at head office level, and there are people who work in Operations, sometimes referred to as working “in the field.” Those managing the response will determine what its aims are. For example, the aim may be to eradicate the organism (e.g. red imported fire ants), or prevent it spreading further, (e.g. Didymo). The activities of Operations team members are those that are put in place to ensure the aim of the response can be met (i.e. to deliver the strategic objectives and outcomes) by dealing directly with the organism or disease and with the people who are immediately affected.

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