

**EMPLOYMENT OPPORTUNITY**  
**OFFICE OF EMERGENCY MANAGEMENT**  
**CITY OF PHILADELPHIA**

**TITLE:** Health and Human Services Program Manager

**SALARY:** Not to Exceed \$65,000 USD/Year

**EMPLOYMENT STATUS:** This is a full-time exempt (non-civil service) position that is grant funded.

**I. GENERAL OVERVIEW**

The Office of Emergency Management (OEM) focuses people, plans, and programs to promote a prepared and resilient Philadelphia. OEM works to mitigate, plan, and prepare for emergencies; educate the public about preparedness; coordinate emergency response and recovery efforts; and develop tools and identify resources to support the overall preparedness of the City of Philadelphia.

Candidates for this management-level position should possess a strong desire to work in a team-oriented, fast-paced, professional public safety environment, and an enthusiasm to serve the public in the fifth largest city in the nation. The successful candidate for this position will lead the development, implementation, and evaluation of the health and human services components of Philadelphia's comprehensive emergency management program.

All OEM personnel must be City residents within six months of hire and are required to serve periodically in an on-call capacity on field response teams. OEM staff also periodically work during non-business hours for extended periods of time, as needed in a field environment, and during activations of Philadelphia's Emergency Operations Center (EOC).

This position reports to the Deputy Director for Planning.

**II. TYPICAL EXAMPLES OF WORK**

The Health & Human Services Program Manager is responsible for a range of preparedness activities including, but not limited to, the following:

- Developing an actionable program area strategic plan based on identified capability gaps, after action recommendations, and lessons learned.
- Developing comprehensive operational response plans for a variety of health and human services related issues such as mass care and shelter, short term recovery, and hospital evacuation.
- Managing 2-3 planners responsible for health and medical and human services plans and activities.
- Helping to lead efforts to ensure that emergency services are accessible to individuals with disabilities and access and functional needs.
- Writing and refreshing elements of citywide emergency plans in order to meet essential health and human services needs.
- Developing and maintaining partnerships with a variety of stakeholders from local, state and federal government as well as community-based organizations, non-profit organizations and private entities.
- Representing the agency on multiple steering committees and planning bodies at the local, regional, state, and federal level.

- Identifying and collecting resource information and best practices related a variety of health and human services planning functions, including mass care, mass casualty, mass fatality, and interim and long term housing solutions.
- Executing special projects.
- Performing other work as required.

Detailed examples of OEM's accomplishments and project work, to include the activities of this program area, are available here:

[https://alpha.phila.gov/media/20151216162413/oem-2015AR\\_12\\_16\\_2015-final-for-web.pdf](https://alpha.phila.gov/media/20151216162413/oem-2015AR_12_16_2015-final-for-web.pdf)

### III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Project management skills to include managing multiple planners and projects in a fluid environment
- Ability to communicate effectively orally, in writing, and graphically
- Strong leadership skills to include charisma, tact, and negotiation skills
- Ability to problem solve creatively
- Capacity to set timelines and deadlines, and work independently with minimal supervision
- Strong interpersonal skills
- Ability to coordinate diverse groups toward a common goal
- Ability to maintain effective working relationships and develop partnerships
- Ability to work as a team member
- Ability to interpret federal and state emergency management requirements and regulations
- Commitment to developing and maintaining cutting-edge subject matter expertise in health and human services and access and functional needs dimensions of emergency management
- Proficiency with Microsoft Office software (Word, PowerPoint, Excel, Access)

### IV. MINIMUM ACCEPTABLE EDUCATION AND EXPERIENCE

- Experience supervising staff and managing complex programs and tasks.
- Completion of a bachelor's degree from an accredited college in planning, management, public administration, or a related field.
- Experience working within an emergency management field is preferred but not required.
- Familiarity within the City of Philadelphia is preferred but not required.
- An equivalent combination of education and experience in a related field will be considered pending approval by OEM and the Personnel Department.

### V. OTHER REQUIREMENTS

- Must be a Philadelphia resident within six months of appointment and maintain residency for the duration of tenure with the City of Philadelphia.
- Possession of a valid proper class motor vehicle operator's license issued by the Commonwealth of Pennsylvania within six months of appointment and during tenure of appointment with the City of Philadelphia.
- Successful completion of Federal Emergency Management Training (ICS 100, 200, 700, 800A, and 800B) within first month of appointment.
- Ability to physically perform the duties and to work in the environmental conditions required of this position.

## V. APPLICATION INSTRUCTIONS

Interested candidates must submit a cover letter, resume, and writing sample (showing your ability to write a plan, policy or report-style document). Incomplete applications will not be considered. Materials should be directed to:

Erik Iverson  
Deputy Director for Planning  
Office of Emergency Management  
City of Philadelphia  
[erik.iverson@phila.gov](mailto:erik.iverson@phila.gov)