

Role Description

Flood Rescue Operations Officer



Cluster	Stronger Communities
Agency	NSW State Emergency Service
Division/Branch/Unit	Various
Location	Various
Classification/Grade/Band	Clerk Grade 5/6 – TBC after evaluation
ANZSCO Code	TBC
Role Number	Various
PCAT Code	TBC
Date of Approval	May 2023
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities.

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary purpose of the role

The Flood Rescue Operations Officer is responsible for supporting all functions relating to operational response, pre-incident planning and operational capability to appropriately respond to flood rescues. The role will focus on contributing to the development of pre-incident plans, capability development, exercising, writing and implementing procedures, analysing flood rescue risk, liaising with support agencies to ensure strategic coordination of flood rescues.

This role will be required to participate in on call rosters and shift work to mitigate risk posed by weather forecasts, support activities or operational response deployments to assure the operational readiness and response capability of the NSW SES. This responsibility extends to the coordination of capability reviews and quality assurance checks and reporting to bring together all areas of operational capability to ensure operational performance meets required/legislated standards for flood rescue.

Key Accountabilities

- Operational coordination of flood rescues including liaison with units, Incident Management Teams (IMT), State Operations Centre (SOC) and agencies that support the NSW SES in the response to flood rescues.
- Participation in on call rosters and shift work to ensure that peak risk periods are mitigated with sufficient capability and support for flood rescue coordination
- Identify and develop Standard Operating Procedures (SOPs) which are consistent with all Operations Centers across the state including collaboration with internal and external stakeholders to deliver these outcomes
- Participate in the development of strategic plans to grow and maintain flood rescue capability in Units and Zone which considers people and physical assets
- Undertake research and analysis of best practice on the Agency's processes and activities to ensure the Agency's performance meets required standards and legislation and those practices are current
- Perform Operational Readiness checks and assurance reviews to ensure adequate maintenance and growth of flood rescue capability including operator, fleet and currency status and carry out any necessary reporting requirements relating to flood rescue (SRB etc)
- Liaise with internal and external stakeholders including other emergency services agencies to share information on flood rescue capabilities, procedures and participating in multi-agency exercises
- Represent the NSW SES on internal and external committees and liaise with emergency service agencies to promote the Agency's ownership of flood rescue coordination
- Assist in the management and preparation of accurate and timely formal correspondence, advice, briefs or reports to advise and/or respond to requests

Key challenges

- Supporting the volunteers to balance their time and effort whilst maintain capability and capacity to support all NSW SES operations
- Enhancing and modernising the flood rescue coordination capability internally and externally with supporting agencies
- Maintaining operational awareness in a high-pressure environment, with strong attention to detail and understanding of operational processes and procedures
- Ability to be lead, remain calm, coordinate staff and volunteers, be flexible and adaptable in an environment that can quickly escalate to high level operational activity with significant exposure to life critical tasks
- Communicating effectively with a broad range of internal and external stakeholders, often within strict timelines

Key relationships

Who	Why
Internal	
Flood Rescue Response Coordinator	<ul style="list-style-type: none"> Report on and provide advice on the delivery of assigned outcomes Seek guidance and support in daily tasks and priorities
Zone Command Teams	<ul style="list-style-type: none"> Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach. Ensure operational planning and preparedness is coordinated
Training and Exercising Team	<ul style="list-style-type: none"> Ensure coordination of training activities Ensure coordination of regular exercising (IMT, Leadership and operator)
State Operations	<ul style="list-style-type: none"> Ensure clear communication is maintained and situational awareness of risks, threats, preparedness and response levels within the Zone Escalate issues (Operational) as required
Work team	<ul style="list-style-type: none"> Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach. Provide guidance and share information that will improve operational readiness outcomes
Operational Response/Directorates/Zones	<ul style="list-style-type: none"> Maintain effective working relationships to ensure the Agency is following contemporary emergency procedures Work in collaboration with members to ensure understanding and direction of project, governance, privacy, member safety and other objectives that align with NSW SES values
External	
Emergency Service Agencies	<ul style="list-style-type: none"> Maintain effective liaison networks to ensure information sharing on flood rescue capability matters

Role dimensions

Decision making

The Flood Rescue Operational Officer will seek and take direction from the Flood Rescue Response Coordinator its daily priorities and content on advices, recommendations, policies, correspondence and briefs with limited direction from the role supervisor. The role will defer decisions to the role supervisor relating to major policy issues or conflicts, decisions that will substantially alter the outcomes or targets of projects, and matters requiring a higher delegation (eg travel/expenditure).

Reporting line

This role reports to the Flood Rescue Response Coordinator

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Demonstrated knowledge and understanding of emergency management requirements and the NSW State Emergency Service legislated role
- Demonstrated experience in flood rescue coordination or relatable capability in rescue coordination
- Requirement to work in Incident Management Teams during emergency situations, including participating in rosters and shift outside of normal business hours to actively contribute to flood rescue coordination
- Operational capability and experience including training to the level of Operations Officer (AIIMS) and Flood Rescue Coordinator or willingness to obtain competence within 12 months
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months






You will be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You will also be required to participate in an on-call roster.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
 Occupation Specific	Understands flood, storm and tsunami	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral indicators provide examples of the types of behaviors that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focussed in challenging situations
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Generate ideas and identify ways to improve systems and processes to meet user needs
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none">• Perform basic research and analysis to inform and support the achievement of project deliverables• Contribute to developing project documentation and resource estimates• Contribute to reviews of progress, outcomes and future improvements• Identify and escalate possible variances from project plans
State Emergency Services Occupation specific Understands flood, storm and tsunami behaviour	Intermediate	<ul style="list-style-type: none">• Demonstrates a working knowledge of relevant flood, storm and tsunami behaviour• Integrates an understanding of flood, storm and tsunami behaviour with other factors to select tactics/controls appropriate to specific incidents