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| **Cluster** | Stronger Communities |
| **Agency** | NSW Rural Fire Service |
| **Division/Branch/Unit** | Operations |
| **Role number** | Various |
| **Classification/Grade/Band** | 8/9 |
| **ANZSCO Code** | 599999 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 04 November 2019 |
| **Agency Website** | www.rfs.nsw.gov.au |

Agency overview

The NSW Rural Fire Service (NSW RFS) is established under the Rural Fires Act 1997 as the lead combat agency for bush fires in NSW. The agency also operates under the State Emergency and Rescue Management Act 1989. For over 100 years the NSW RFS has been a significant part of the history and landscape of NSW and is widely acknowledged as the largest volunteer fire service in the world. The agency strives to provide a world standard of excellence in the provision of a community based fire and emergency service through training, community education, prevention and operational capability.  
Fighting fires and protecting the community from emergencies is the most visible aspect of the NSW RFS. The Service also has many responsibilities as the lead agency for bush fire management and mitigation in NSW. Working closely with other agencies, the NSW RFS responds to a range of emergencies including structure fires, motor vehicle accidents and storms that occur within rural fire districts.

Primary purpose of the role

The primary purpose of the role is to coordinate and provide technical and operational support to better protect the community from bush fires and other emergencies.

Key accountabilities

1. Coordinate services to the community and members of the RFS and provide high level support to activities and outcomes to provide and maintain a strong customer focus to ensure that a quality service is provided for end users.  
2. Research, develop and contribute to the development and implementation of high level procedures and guidelines to ensure that a high standard of service is maintained.  
3. When needed, lead or participate in activities to protect the community from fire and similar incidents within the scope of qualifications held.  
4. Identify potential gaps to ensure support meets the agreed service levels to all stakeholders for the resolution of issues and problems  
5. Ensure that corporate systems are maintained and updated in line with RFS policies and procedures to support the achievement of team objectives.  
6. Keep up to date with relevant developments, doctrine, practices and technology as well as NSW RFS Service Standards, procedures and guidelines.  
7. Display an appreciation and understanding of the issues that affect a volunteer organisation and the complexities that surround volunteer management.  
8. Complete the above activities in accordance with the personal work plan and acquire and maintain competencies outlined within individual professional development plan which includes supervising and mentoring officers and assistants assigned to the area of coordinated work.

Key challenges

• Encountering issues that are often unique and balancing responsibilities to ensure service delivery to the community is met while dealing with, varying viewpoints and competing priorities.  
• Working in an environment that is largely decentralised and maintaining diligence in tasks that may at times be complex; requiring an attention to detail and the capacity to work within legislative, public sector and organisation requirements.  
• Developing and maintaining an understanding of various corporate systems for data, reports and information management/and using these systems in line with RFS policy and procedures.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager/Supervisor | * Provide support in regard to matters related to operational activities and keep informed of the status of assigned work and activities. |
| Work Team | * Provide leadership and support the team and work collaboratively to contribute to achieving business outcomes. |
| Members (staff and volunteer) | * The incumbent communicates with NSW RFS members at all levels providing advice in respect of a range matters associated with the job functions. |
| **External** |  |
| Other Government Departments and Emergency Services Agencies | * The incumbent communicates with other government agencies and kindred organisations about routine matters relating to the work of the District. |
| Community | * To support services provided to the community to prepare for and be resilient to fires and incidents. |

# Role dimensions

## Decision making

• The incumbent is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.  
• The incumbent routinely makes their own decisions, based on analytical and problem solving skills, concerning incident response and complex multi-agency coordination issues, within rigorous legislative and organisational frameworks. Clarification is only sought in some circumstances.  
• It is expected that the incumbent will research, identify, implement and evaluate comprehensive, innovative and creative solutions that provide sound and productive outcomes for the community.  
• The incumbent seeks guidance or direction about matters that cross other directorate or group boundaries, or that may attract the attention of the Commissioner or Minister.

## Reporting line

The District Coordinator reports to the relevant District Manager/Manager.

## Direct reports

The District Coordinator may have between 1-6 roles reporting.

## Budget/Expenditure

Nil

Essential requirements

• A Diploma in a relevant discipline, or equivalent expertise.  
• Current RFS PBS certification or equivalent expertise.  
• Current RFS Community Liaison Officer (CLO) and/or Media Liaison Officer (MLO) certification or equivalent expertise.  
• Certification in Incident Management Control (CTR or IMC) or equivalent.  
• Current RFS RFI and ASR certification or equivalent expertise.  
• No condition preventing normal field activities of the job (ie non-arduous)  
• May be required to participate on an after hours and/or on call roster.  
• A current driver’s licence and the ability to travel.  
• During periods of heightened operational activity, the incumbent may be required to support operational management activities consistent with their skills and background.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

# Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
|  | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | | Represent the organisation in an honest, ethical and professional way and encourage others to do so  Act professionally and support a culture of integrity  Identify and explain ethical issues and set an example for others to follow  Ensure that others are aware of and understand the legislation and policy framework within which they operate  Act to prevent and report misconduct and illegal and inappropriate behaviour | Adept |
| **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | 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 | Intermediate |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Tailor communication to diverse audiences  Clearly explain complex concepts and arguments to individuals and groups  Create opportunities for others to be heard, listen attentively and encourage them to express their views  Share information across teams and units to enable informed decision making  Write fluently in plain English and in a range of styles and formats  Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | Take responsibility for delivering high-quality customer-focused services  Design processes and policies based on the customer’s point of view and needs  Understand and measure what is important to customers  Use data and information to monitor and improve customer service delivery  Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers  Maintain relationships with key customers in area of expertise  Connect and collaborate with relevant customers within the community | Adept |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes  Make sure staff understand expected goals and acknowledge staff success in achieving these  Identify resource needs and ensure goals are achieved within set budgets and deadlines  Use business data to evaluate outcomes and inform continuous improvement  Identify priorities that need to change and ensure the allocation of resources meets new business needs  Ensure that the financial implications of changed priorities are explicit and budgeted for | Adept |
| **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence  Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience  Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience  Seek contributions and ideas from people with diverse backgrounds and experience  Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness  Identify and share business process improvements to enhance effectiveness | Adept |
|  | **Finance**  Understand and apply financial processes to achieve value for money and minimise financial risk | | Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending  Consider financial implications and value for money in making recommendations and decisions  Understand how financial decisions impact the overall financial position  Understand and act on financial audit, reporting and compliance obligations  Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these | Intermediate |
| **Project Management**  Understand and apply effective planning, coordination and control methods | | 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 | Intermediate |
|  | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | | Collaborate to set clear performance standards and deadlines in line with established performance development frameworks  Look for ways to develop team capability and recognise and develop individual potential  Be constructive and build on strengths by giving timely and actionable feedback  Identify and act on opportunities to provide coaching and mentoring  Recognise performance issues that need to be addressed and work towards resolving issues  Effectively support and manage team members who are working flexibly and in various locations  Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected  Consider feedback on own management style and reflect on potential areas to improve | Intermediate |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |
|  | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | Work Collaboratively | | Collaborate with others and value their contribution | Adept |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
|  | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
|  | Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
|  | Inspire Direction and Purpose | | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| Optimise Business Outcomes | | Manage people and resources effectively to achieve public value | Foundational |
| Manage Reform and Change | | Support, promote and champion change, and assist others to engage with change | Intermediate |